

2003

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OCCUPATIONAL OUTLOOK REPORT

&

TRAINING DIRECTORY FRESNO COUNTY



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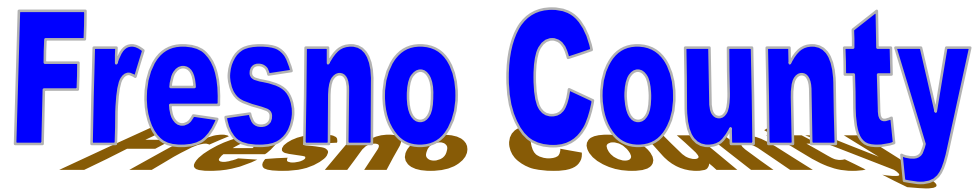
The California Cooperative

CCOIS

Occupational Information System



Fresno County
Workforce
Investment Board



Occupational Outlook Report and Training Directory 2003

The information presented in this Occupational Outlook Report (OOR) was collected, analyzed, and disseminated through a partnership between staffs of the Fresno County Workforce Investment Board (FCWIB) and the California State Employment Development Department's Labor Market Information Division (EDD/LMID). The California Cooperative Occupational Information System (CCOIS) group provided guidance. Questions regarding the information in this report should be directed to Stephen G. Toews, FCWIB Research Analyst, at (559) 490-7174 or e-mail at stoews@jobsfresno.com (copies of OORs in stock are available for \$20 each).

Information in the Occupational Sections of this report applies specifically to Fresno County. The data contained in this report was collected from May 8th to August 22nd of 2003. Local users of the occupational report selected the occupations presented for study, and many are mentioned in the *acknowledgements* page of this report.

You may reach the sponsoring agencies at the following Internet Web site addresses:

- The Fresno County Workforce Investment Board (FCWIB): www.jobsfresno.com
- The State of California Employment Development Department (EDD): www.edd.ca.gov
- The California Career Resource Network (CalCRN): www.soicc.ca.gov [Formerly known as the California Occupational Information Coordinating Committee (COICC)]
- EDD Labor Market Information Division (LMID): www.calmis.ca.gov

For more information contact:

Fresno County Workforce Investment Board
2035 Tulare St., Suite 203
Fresno, CA 93721
Ph: (559) 266-3742 Fax: (559) 233-9633

FRESNO COUNTY WORKFORCE INVESTMENT BOARD AND CCOIS STAFF

The **FRESNO COUNTY WORKFORCE INVESTMENT BOARD (FCWIB)**
Is the contracting agency with EDD
In the local implementation of the
CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM (CCOIS)

EMPLOYMENT DEVELOPMENT DEPARTMENT, CCOIS STAFF

FERNANDO PIÑA—RESEARCH MANAGER
TONY DINAPOLI—RESEARCH ANALYST

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ROLLAND BROWN—RESEARCH ASSISTANT
PHILIP CRAWFORD—RESEARCH ASSISTANT
GRACE DECASTRO—ACCOUNTANT

Technical Advice Provided by

Tony DiNapoli, Employment Development Department/LMID
Carla Barnes, Employment Development Department/LMID

Administration, Funding, and Technical Support

Employment Development Department – Labor Market Information Division
The California Career Resource Network (CalCRN) and Member Agencies

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Participants and Contributors to the 2003 Occupational Selection

Lalo Acevedo, FCEOC
Forest Addington, Mgr. LDSERS
Geana Barnes, Lyles College of Beauty
Tristine Bates, Kaiser Permanente
Judy Berg, Lyles College of Beauty
Mary Berglund-Hernandez, MTMA Schools, Inc.
Ofelia Bergstrom, MTMA Schools
Timothy Born, BK Lighting
Rebecca Boyd-Standifer, The Training Institute
Joe Cabrera, EDD
Mary Calderon, Fresno Co. Office of Interpreters
Elizabeth J. Carlisle, The Training Institute
Tony Castillo, FCWIB
David Castro, FRTS
James Clay, Vocational Management Services
Jeanne Cochran, Central Valley Bus. Incubator
Anne Cole, E&T A
Vern Colvin, Western Pacific Truck School
Paula Cuesy, The Training Institute
Dr. Kathleen Curtis, California State University
David Dechow, City of Reedley
Dr. Janet Duttarar, California State University
Stephanie Espinosa, Downtown Association
Alice Fujikawa, FCWIB
Kelli Furtado, Central Valley Business Incubator
Al Gillespie, FCWIB
Marilyn Goldsmith, The Job Skills Center
Leonard Gonzales, FCWIB
C. Sue Hefner, Business Productivity Group
Rich Hemma, New Horizons Comp. Lrng. Ctrs.
Sean Henderson, Fresno City College
Suzanne Her, FCC, Immigrant Job Center
Diana Hernandez, Alliant International University
Seanna Herring, MCEd
Maria Hinojosa, E&T A
Sheila Holmes, EDD
Michael D. Hopkins, Fresno City College
Heidi Horton, Bennett Frost
Erica Johnson, Clovis Center
Jeff Jones, FCEOC
Dr. Terry Kershaw, SCCC
Debra Kotler, Alliant International University
Margaret Labandeira, The Job Skills Center
Darrin Lee, FUSD, HR Department
Lynette Lickers-Carlson, Transwestern
Kurt Madden, One by One Leadership
Evette Major, Fresno Adult School
Amer Makki, Tech Connect SJV, Inc.

Isaac "Ike" Martinez, Valley Software Ed. Center
Jose Martinez, Fresno Career Devel. Institute
Shirley Martindale, National Training Institute
Nancy Masich, Fresno County Office of Ed.
Sandra McGlothlin, West Hills Comm. College
Bob McLaughlin, Business Productivity Group
Rebecca Mendibles, SER Jobs For Progress
Robert Miller, LDSEC
Gwen Morris, One by One Leadership
Isiah "Ike" Morris, One by One Leadership
Arlene Motz, The Craig School of Business
Peter Nagel, Western Pacific Truck School
Judy Najarian, Najarian Counseling
Linda Neelen, Beverly Healthcare
Greta Nord, Western Pacific Truck School
Frank Nunez, California School of Technology
Sally Nuss, FCWIB
Christine Nutting, FCWIB
Dinorah Olmos, FCWIB
Thomas O'Neill Jr., WorldAg
John T. Powell, Fresno City College
Nannette Potter, EDD
Jacque Pylant, MTMA Schools, Inc.
Johnny Rai, Five Rivers Truck School
Paul Robinson, New Horizons Comp. Lrng. Ctrs.
Daniel Rodriquez, Vida en El Valle
Dmitri Rogulkin, Services Aide
Manual Romero, Fresno Co. Off of Interpreters
Lucy Ruiz, KGPE TV
David Sadler, Fresno Pacific College
Diana Salas, San Joaquin Valley College
Jerry Sall, FCC Career and Technology Center
Mark Sanchez, FCWIB
Paul Sanchez, SER Jobs for Progress
Amauri Sandoval, Institute of Technology
Carrie Schwabenland, Star Profile
Melodee Schwamb, EDC
Sheree Stuart, Beverly Healthcare
Kris Stuebner, JEM Restaurant Mgmt. Corp.
Tamico Thomas, FCWIB
Kathy Trezza, West Hills Community College
Sheila Urdesich, Central Valley Professionals
Valery Van Matre, San Joaquin Valley College
Blong Vang, FCC, Immigrant Job Center
Bobby Vang, Asian Village
Sophie Vang, Goodwill Industries
Deborah Walters, Workforce Connection
Lydia Zambrano, Quality College

Table of Contents

	Page
SECTION 1: INTRODUCTION, METHODOLOGY, INDEX	1
Introduction	3
A Special Message for Readers and Users	3
OOR Easy Reference Guide	4-5
Seven Uses for CCOIS Reports	6
Methodology	7
Definitions and Standard Terms	7
Program Methodology	8
How Was the Report Developed?	9
Index	10
Occupations Studied in Fresno, 1998—2002	10-12
SECTION 2: OCCUPATIONS SURVEYED IN 2003	13
Occupations Studied in Fresno, 2003	14
Abbreviations Used in the 2003 Report	15
ADULT LITERACY, REMEDIAL EDUCATION, AND GED TEACHERS AND INSTRUCTORS	16-17
ARCHITECTURAL AND CIVIL DRAFTERS	18-19
BILL AND ACCOUNT COLLECTORS	20-21
CASHIERS	22-23
COMPUTER AND INFORMATION SYSTEMS MANAGERS	24-25
COMPUTER SOFTWARE ENGINEERS, APPLICATIONS	26-27
CUSTOMER SERVICE REPRESENTATIVES	28-29
ELECTRICIANS	30-31
GAMING CAGE WORKERS	32-33
LABORERS AND FREIGHT, STOCK, AND MATERIAL MOVERS, HAND	34-35
MACHINISTS	36-37
MAINTENANCE AND REPAIR WORKERS, GENERAL	38-39
NURSING AIDES, ORDERLIES, AND ATTENDANTS	40-41
OFFICE CLERKS, GENERAL	42-43
PACKAGING AND FILLING MACHINE OPERATORS AND TENDERS	44-45
PARALEGALS AND LEGAL ASSISTANTS	46-47
PERSONAL AND HOME CARE AIDES	48-49
PHARMACY AIDES	50-51
POLICE AND SHERIFF'S PATROL OFFICERS	52-53
SECRETARIES, EXCEPT LEGAL, MEDICAL, AND EXECUTIVE	54-55
SHEET METAL WORKERS	56-57
SUBSTANCE ABUSE AND BEHAVIORAL DISORDER COUNSELORS	58-59
TELEMARKETERS	60-61
TRUCK DRIVERS, HEAVY AND TRACTOR-TRAILER	62-63
TRUCK DRIVERS, LIGHT OR DELIVERY SERVICES	64-65
SECTION 3: TRAINING DIRECTORY	67
Introduction	68
Part One: 2003 Occupations Index/Sources of Training	69-71
Part Two: 2003 Vocational Training Providers	72-80
SECTION 4: FRESNO COUNTY WORKFORCE CONNECTION	81

SECTION 1

Introduction, Methodology, Index

Introduction

A Special Message for Readers and Users

The Employment Development Department (EDD) Labor Market Information Division (LMID) is the division responsible for the collection, analysis, and dissemination of labor market information in California. LMID is also the contract administrator for the CCOIS program.

The Fresno County Workforce Investment Board (FCWIB) specializes in providing employment training opportunities designed to develop a quality workforce necessary to support expanding jobs, reduce unemployment, and encourage self-sufficiency. The FCWIB receives its funding from the Department of Labor through the State of California EDD. The FCWIB partners with CCOIS to conduct this study and prepare this report.

Occupations are listed alphabetically by their 2002 Standard Occupational Classification (SOC) code dictionary titles. This is a change from the old 1992 Occupational Employment Statistics (OES) titles. The conversion to the SOC code does result in some differences in the continuity of information between this year's survey and previous years'. For this reason, it was decided to print this report as a single year survey and not try to connect it to surveys of previous years.

The Fresno County Workforce Investment Board and the State of California EDD/LMID have made a substantial effort to ensure the accuracy of the information contained in this report. Agencies and staff are committed to high standards for research and to reliable labor market information for local users. The data is collected from local employers and training providers through the use of a survey instrument. The information collected generally represents conditions that existed at the time of the survey. Although measures are taken to provide meaningful information, the results should be used with care and prudence.

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state agency staffs.

The following two pages contain an easy reference guide to using and understanding the employment survey information contained in this Occupational Outlook Report. The format of the page matches the format of the section for the year 2003. Unless otherwise noted, all information for the year of the study was gathered from local employers.

- EMPLOYER RESPONSES are taken from interviews with Fresno County employers in the year of the survey.
- EDD PROJECTIONS are taken from 7-year employment projections supplied by the California State EDD.

TITLE OF THE OCCUPATION

The Standard Occupational Classification (SOC) definition of the occupation.

The SOC identification code

Total employers responding and total workers they employ in that occupation

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience Wages paid to new employees without experience in the occupation.	The wage data enables comparison of salary ranges across occupations. The data is not intended to represent official prevailing wages. Ranges and median wages are those reported by surveyed employers or found in contracts with labor unions or collective bargaining agreements. Wages included in this report are those paid by the employers participating in the survey at three levels of experience. The report does not include extreme wages.	
New, Experienced Wages paid to journey-level or experienced persons just starting at the company.		
3 Years With Firm Wages generally paid to persons with more than three years journey-level experience at the company.		

HOURS WORKED

Full-time	This shows the range of hours worked in each employment category	This shows how many people are working in each job category
Part-time		
Temporary		
Seasonal		

BENEFITS Shows % of Employers That Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	Benefit information indicates the extent to which employers provide insurance and other benefits to full-time and part-time employees. This is a percentage from those firms reporting benefits, not a percentage of employees of all firms surveyed in this occupation.					
Dental						
Vision						
Life						
Sick Leave						
Vacation						
Retirement						
Childcare						

OTHER INFORMATION

- ≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Four basic computer skill areas are mentioned on the research questionnaire: word processing, spreadsheet, database, and desktop publishing. There is additional space to add other computer skills that the employer feels are important. If other information is provided in this section, it is because a significant number of employers expressed that they think it is important.
- ≡ **EMERGING TECHNOLOGY AND SKILLS:** This looks into the future, providing information on anything new, changing, or emerging in the occupation. Sometimes skills becoming obsolete are mentioned here.
- ≡ **PROMOTIONAL OPPORTUNITIES:** Three basic questions are addressed in this section:
 - (1) **POSSIBILITY OF PROMOTION:** What is the possibility of being promoted in this occupation?
 - (2) **POSITIONS PROMOTED TO:** What positions are employees promoted to?
 - (3) **SKILLS NEEDED FOR PROMOTION:** What skills are needed for promotion?
- ≡ **OTHER RELEVANT INFORMATION:** Gender and union representation is always mentioned in this section. Alternative job titles and other relevant information also might appear in this area.
- ≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?	This provides information on pre-employment screening required by employers for this occupation. This is generally representative of employers in this occupation throughout Fresno County. It is understood that some variation will occur from company to company.				
Physical exam required?					
DMV printout required?					
Background check required?					

TITLE OF THE OCCUPATION

EMPLOYMENT TRENDS

Employment trends include data and information in the areas listed below. The projections are for the seven-year period from 1999 to 2006. Estimated employment levels for each occupation are listed, along with size and growth estimates.

EMPLOYER RESPONSES

This part of the employment trends comes directly from employers' responses to the survey.

TURNOVER: A comparison of the total number of employees in the occupation to vacancies filled resulting from promotions and employees leaving the firm, (subtracting out new hires), in the past 12 months.

GROWTH: The percentage of annual growth based on employers surveyed. Their statements of growth potential over the next two (2) years are also reported here.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced/Qualified: Employer's viewpoint

Inexperienced/Qualified: Employer's viewpoint

The terms presented in the above sections refer to the relative difficulty employers experience in locating qualified applicants for entry-level and experienced positions in an occupation. Supply and demand terms are listed separately for experienced and inexperienced workers. Further explanation of these terms can be found in METHODOLOGY under *Key Terms*.

EDD PROJECTIONS

2003 size: This is the general size of the occupation in relation to other occupations in the county in 2003.

7-year growth from 1999 to 2006:

Occupational Growth: This shows absolute employee growth over a seven-year period.

Growth Rate: This shows the percentage of growth, and how it compares with the occupational growth of the whole county.

WHERE THE JOBS ARE

This shows the major employing industries for this occupation.

RECRUITMENT Methods Used by Employers

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	This identifies the most
Employee Referrals	commonly used
Newspaper Advertisements	recruitment
Private Employment Agencies	methods used by employers for
EDD	this occupation.
School Program Referrals	This should
Union Hall Referrals	assist job
Walk-in Applicants	seekers in
Trade Journals	finding the most
Internet	likely sources
Colleges/Universities	for employment.

EMPLOYMENT REQUIREMENTS

TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	Employee responses to this question are given as a percentage.	
Not Required		
Preferred		
The average time of previous experience required for employment.		
Is Technical/Vocational Training Required for Employment?		
NO	YES	PREFERRED

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?

Experience: This shows by the percentage of employers' responses if experience in other occupations is accepted, how many months experience, and what occupations were named. This information is from employers who indicated that experience was either required or preferred.

Training: This shows by percentage of employers' responses if training can be substituted for experience, how many months training, and in what occupations. This information is from employers who indicated that experience was either required or preferred.

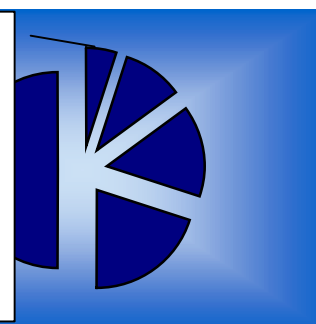
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?

This section deals with vocational training. Is it required or preferred? How much is required, and in what subjects?

SKILLS AND REQUIREMENTS: This presents the amounts and kinds of work experience, education, training, licenses, skills, and other requirements stated by surveyed employers. (Source: If major portions of the information came from other sources, those sources are shown here.)

EDUCATION Required for Employment

While this shows the level of education required for employment, educational requirements are not always essential for job duties.



Seven Uses for CCOIS Reports

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

➤ **CAREER DECISIONS**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read, and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

➤ **SELECTION OF SKILLS TRAINING PROGRAMS AND SCHOOLS**

Job seekers, career counselors, and employers can find information on training currently available in Fresno County for the surveyed occupations. This report provides an easy to use, single source cross-reference between occupations and training.

➤ **PROGRAM PLANNING**

This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

➤ **CURRICULUM DESIGN**

Training providers can assess and update their curriculum based on current employer needs and projected trends.

➤ **ECONOMIC DEVELOPMENT**

Local government agencies and economic development organizations will find information on the labor pool—such as occupational size, expected growth rates, and wages—useful in determining the potential for business growth and development in the local labor market area.

➤ **PROGRAM MARKETING**

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

➤ **HUMAN RESOURCE DEVELOPMENT**

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefit packages, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

This report may be used as a reference to base and support decisions for these and many other purposes. To maximize the value of this information, please contact the Fresno County Workforce Investment Board at (559) 266-3742.

Methodology

DEFINITIONS AND STANDARD TERMS

Occupation

Occupations are listed alphabetically by their Standard Occupational Classification (SOC) titles, based on the 2002 SOC dictionary published by the Bureau of Labor Statistics. The occupations were selected for survey based on the needs of local users of the Occupational Outlook Report.

Wages and Benefits

Information in the occupational sections of this report applies specifically to Fresno County. Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The wages shown here reflect the minimum wage that was in effect at the time the occupations were surveyed. **The California minimum wage in 2003 was \$6.75 per hour.** Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. This report does not include extreme wages. Percentage totals may not always add up to 100% due to rounding.

KEY TERMS

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to, but not including, 100%
Most	60% up to, but not including, 80%
Many	40% up to, but not including, 60%
Some	20% up to, but not including, 40%
Few	less than 20 %

When describing the size of an occupation we used:

<u>Term</u>	<u>Number of Employees</u>
Small	less than 425
Medium	425-848
Large	849-1,839
Very Large	More than 1,839

When describing the potential growth of an occupation or trends, we used:

(Occupational growth as compared to growth of the county as a whole)

Much faster than average	1.50 times average or more
Faster than average	1.10 to, but not including, 1.50 times average
Average	.90 up to, but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change or remain stable	Zero
Slow decline	Less than zero

When describing the difficulty an employer has finding a qualified applicant, we used:

Very Difficult	Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.
Moderately Difficult	Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.
Not Difficult	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

PROGRAM METHODOLOGY

OVERVIEW

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. Local labor market research in California is conducted primarily for the local Service Delivery Area (SDA) as established by the Workforce Investment Act (WIA). The system is comprised of two components: employment and training. The employment component utilizes the resources of the various agencies represented on the steering committee that directs the activities of the CCOIS to collect information on employment demand. Employment demand is determined by EDD projections of occupational size and growth, and by the number of inquiries concerning specific jobs over the course of the year. The training component, which is continuously being updated, is compiled from consultations with educational providers.

Basic Structure of the Occupational Outlook Report

COMPONENT #1: EMPLOYMENT		COMPONENT #2: TRAINING
SOURCE OF DATA: Local Employers & EDD/LMID		SOURCE OF DATA: BPPVE & Local CCOIS Research
DATA GROUP #1	DATA GROUP #2	DATA GROUP #3
EDD Projections of Occupational Size & Growth	Local Employer Surveys of Specific Job Titles	California Training and Education Providers (CTEP) Database, CIP Program Titles, WIA Approval Courses and FCWIB Eligible Training Provider List (ETPL).

FINAL PRODUCT

Fresno County Occupational Outlook Report And Training Directory 2003

Occupational Summaries	Training Directory
Data Groups #1 and #2	Data Group #3

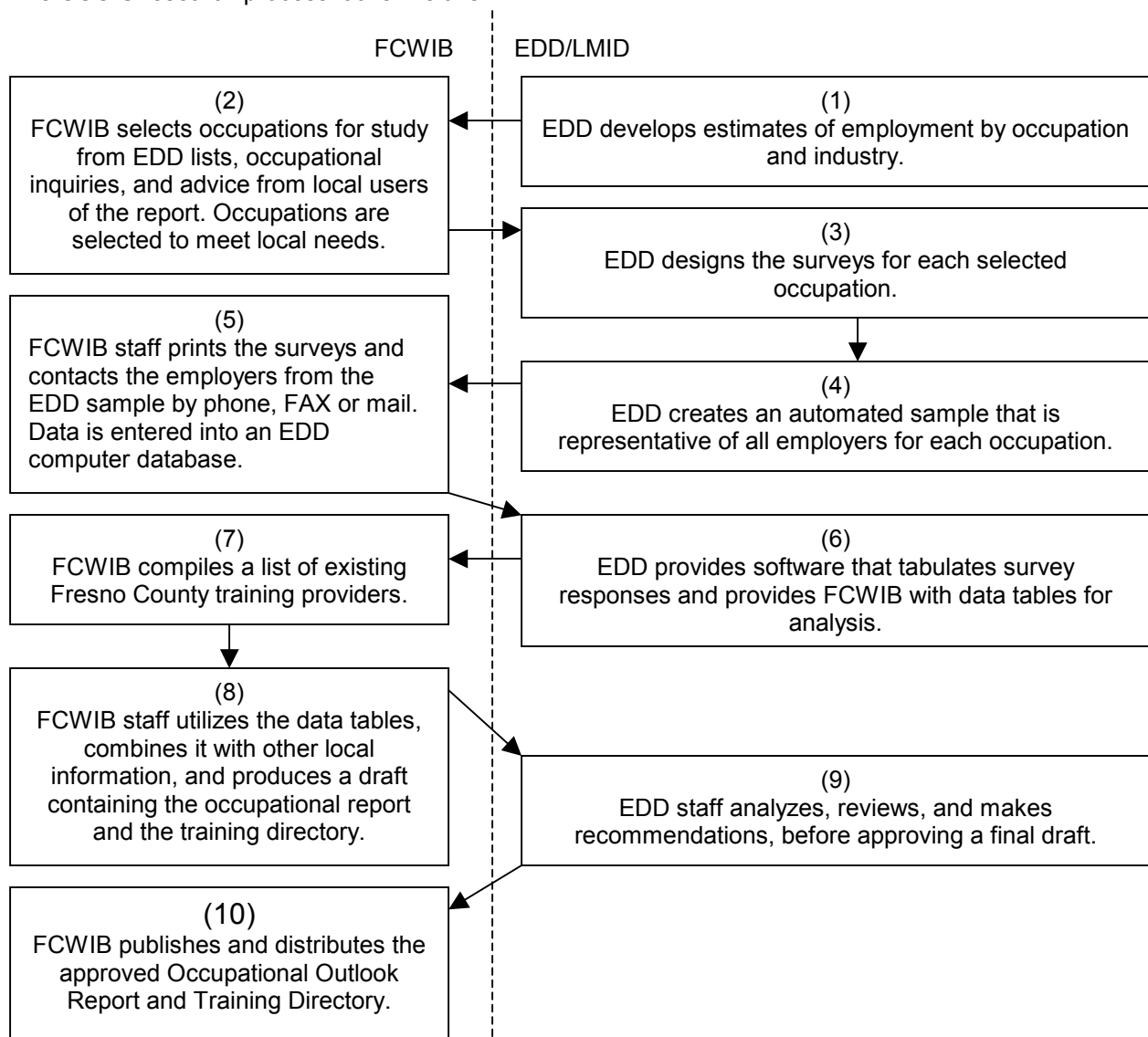
HOW WAS THE REPORT DEVELOPED?

Each completed Occupational Outlook Report is the result of a cooperative effort between the FCWIB and EDD/LMID. Each party was responsible for the completion of certain assigned tasks.

FCWIB tasks included selecting occupations for study, preparing and printing questionnaires, conducting the survey, analyzing the data produced from tables generated with LMID/CCOIS software, compiling information on training available for the occupations surveyed, and producing and distributing the final report.

EDD/LMID provided technical support that included developing employment by industry and occupation estimates, designing and maintaining computer software for printing the questionnaires, producing tabulations of survey results, providing a directory of training programs in the state, and assisting FCWIB staff. Additionally, EDD/LMID has established standards for interpretation of data to ensure that Occupational Outlook Reports from different areas are comparable.

The CCOIS research process looks like this:



INDEX

OCCUPATIONS STUDIED IN FRESNO, 1998–2002

Following is a list of occupations that were studied in the years from 1998 to 2002; the occupations are listed in alphabetical order. If there is an interest in one particular occupation from a previous year, it can be mailed or faxed to you at no cost. A limited number of reports from past years are available. Reports from previous years bind together three years of study into a single report, and can be purchased for \$20.00 each. The occupations studied in past years are listed below. The three-year combined studies now available are 1998-2000, 1999-2001, or 2000-2002. For more information, contact Stephen G. Toews at (559) 490-7174 or e-mail stoews@jobsfresno.com.

Occupation	OES #	Survey Year
Accountants & Auditors	211140	2000
Administrative Assistants	169167997	2000
Administrative Services Managers	130140	2002
Assemblers and Fabricators – Except Machine, Electrical	939560	1998 and 2001
Automotive Body and Related Repairers	853050	1998
Automotive Mechanics	853020	2002
Bakers—Bread and Pastry	650210	1998
Bill and Account Collectors	535080	2000
Billing, Cost and Rate Clerks	553440	1999
Bookkeeping, Accounting, and Auditing Clerks	553380	1998 and 2002
Bus Drivers	971080	2001
Bus Drivers – School	971110	2000
Cabinetmakers and Bench Carpenters	893110	1998
Carpenters	871020	2001
Cashiers	490230	2000
Chemists—Except Biochemists	241050	1999
Computer Graphics Specialists	030064997	1999
Computer Network Technicians	033162996	1999
Computer Support Specialists	251040	1998 and 2002
Cooks – Restaurant	650260	2001
Cooks—Short Order	251040	1998
Cooks-Specialty Fast Food	650320	2002
Correction Officers and Jailers	630170	1998 and 2002
Counter & Rental Clerks	490170	2000
Court Clerks	537020	1998
Data Entry Keyers (Except Composing)	560170	2002
Dental Assistants	660020	2001
Dental Hygienists	329080	1998 and 2002
Dietetic Technicians	325230	1999
Education Administrators	150050	2002
Education Teachers, Postsecondary	312520	2002
Electrical and Electronic Assemblers	939050	2002
Electricians	872020	2000
Excavating and Loading Machine Operators	979230	1999
Farm Workers, Farm and Ranch Animals	798580	1998
File Clerks	553210	2000
Firefighters	630080	1999
First Line Supervisors & Manager/Supervisors-Production	810080	2000
Food Preparation Workers	650380	2002
Food Service Managers	150261	2001
General Office Clerks	553470	2000

Occupation	OES #	Survey Year
Graders and Sorters-Agricultural Products	790110	2002
Guards and Watch Guards	630470	1998 and 2001
Hairdressers, Hairstylists, and Cosmetologists	680050	2001
Hand Packers and Packers	989020	2001
Heating, A/C, & Refrigeration Mechanics & Installers	859020	2000
Home Health Aides	660110	2001
Hosts, Hostesses—Restaurants, Lounge, or Coffee Shop	650020	1999
Hotel Desk Clerks	538080	1998
Human Service Workers	273080	2000
Industrial Truck and Tractor Operators	979470	1999
Instructional Aides	315211	2000
Instructors – Nonvocational Education	313170	2001
Insurance Claims Clerks	533110	1998
Internet Web Site Designers/Developers (Webmasters)	031064999	2001
Interpreters and Translators, Foreign Language	137267999	2002
Janitors and Cleaners (Except Maids & Housekeeping Cleaners)	670050	2002
Laborers, Landscaping and Groundskeeping	790410	2000
Law Clerks	283020	1999
Legal Secretaries	551020	2000
Library Assistants and Bookmobile Drivers	539020	1999
Licensed Vocational Nurses	325050	2001
Loan and Credit Clerks	531210	1998
Lodging Managers	150262	1999
Machinery Maintenance Mechanics	851190	2000
Machinist	891080	1998
Maids & Housekeeping Cleaners	670020	1999
Maintenance Repairers – General Utility	851320	2000
Medical and Clinical Laboratory Assistants	329050	1999
Medical and Clinical Laboratory Technologists	329020	1999
Medical Assistants	660050	1999
Medical Records Technicians	329110	2001
Medical Secretaries	551050	1998 and 2001
Medicine and Health Services Managers	150080	2002
Numerical-control Machine-tool Operators and Tenders	915020	1999
Nurse Aides	660080	2000
Nurse Practitioners	078267999	1998
Occupational Therapy Assistants and Aides	660210	1998
Packaging and Filling Machine Operators and Tenders	929749	2000
Paralegal Personnel	283050	1998
Pest Controllers and Pest Control Assistants	670080	1998
Pharmacy Technicians	325180	2001
Physical Therapists	323080	1999
Postal Mail Carriers	573050	2002
Purchasing Agents and Buyers, Farm	213050	1998
Radiologic Technologists	329190	2001
Receptionists and Information Clerks	553050	1998 and 2001
Recreational Therapists	323170	1999
Registered Nurses	325020	2001
Respiratory Care Practitioners	323020	2002
Sales Agents-Real Estate	430080	1999
Sales Agents-Selected Business Services	430170	2002
Sales Representatives (Except Scientific and Related Products)	490080	2002
Salespersons – Retail (Except Vehicle Sales)	490112	2001
Secretaries, Except Legal & Medical	551080	2000
Sheet Metal Workers	891320	1999
Stock Clerks-Stockroom, Warehouse, Storage Yard	580230	2002
Surgical Technicians	329280	1999

Occupation	OES #	Survey Year
Systems Analyst – Electronic Data Processing	251020	2000
Teachers – Elementary School	313050	2000
Teachers – Secondary School	313080	2001
Teachers – Special Education	313110	2001
Teachers and Instructors – Vocational Education & Training	313140	2001
Telemarketers & Telephone Solicitors	299357014	2000
Telephone and Cable T.V. Line Installers and Repairers	857020	2001
Tellers	531020	1998
Traffic, Shipping, and Receiving Clerks	580280	2002
Truck Drivers – Heavy or Tractor Trailer	971020	2000
Truck Drivers – Light, Delivery, & Route Drivers	971050	2000
Veterinary Assistants	798060	1999
Vocational & Educational Counselors	315140	1999 and 2002
Welders and Cutters	939140	2001

SECTION 2

OCCUPATIONS SURVEYED IN 2003

OCCUPATIONS STUDIED IN FRESNO, 2003

The following is a list of occupations that were studied in 2003. They are listed in alphabetical order.

Occupation	SOC #	Page
Adult Literacy, Remedial Education, and GED Teachers and Instructors	25-3011	16-17
Architectural and Civil Drafters	17-3011	18-19
Bill and Account Collectors	43-3011	20-21
Cashiers	41-2011	22-23
Computer and Information Systems Managers	11-3021	24-25
Computer Software Engineers, Applications	15-1031	26-27
Customer Service Representatives	43-4051	28-29
Electricians	47-2111	30-31
Gaming Cage Workers	43-3041	32-33
Laborers and Freight, Stock, and Material Movers, Hand	53-7062	34-35
Machinists	51-4041	36-37
Maintenance and Repair Workers, General	49-9042	38-39
Nursing Aides, Orderlies, and Attendants	31-1012	40-41
Office Clerks, General	43-9061	42-43
Packaging and Filling Machine Operators and Tenders	51-9111	44-45
Paralegals and Legal Assistants	23-2011	46-47
Personal and Home Care Aides	39-9021	48-49
Pharmacy Aides	31-9095	50-51
Police and Sheriff's Patrol Officers	33-3051	52-53
Secretaries, Except Legal, Medical, and Executive	43-6014	54-55
Sheet Metal Workers	47-2211	56-57
Substance Abuse and Behavioral Disorder Counselors	21-1011	58-59
Telemarketers	41-9041	60-61
Truck Drivers, Heavy and Tractor-Trailer	53-3032	62-63
Truck Drivers, Light or Delivery Services	53-3033	64-65

ABBREVIATIONS USED IN THE 2003 REPORT

The following abbreviations will be found in this report:

BPPVE	Bureau for Private Postsecondary and Vocational Education
Bus.	Business
CAADE	California Association for Alcohol/Drug Educators
CalCRN	The California Career Resource Network
CBEST	California Basic Education Skills Test
CCOIS	California Cooperative Occupational Information System
Cent.	Central
CIP	Classification of Instructional Programs
Co.	County
COICC	California Occupational Information Coordinating Committee
Col.	College
CP&BLH	California Professional & Business License Handbook
CTEP	California Training and Education Providers
Devel.	Development
DMV	Department of Motor Vehicles
E&TA	Department of Employment and Temporary Assistance
Ed.	Education
EDC	Economic Development Corporation Serving Fresno County
EDD	Employment Development Department
ESL	English as a Second Language
ETP	Eligible Training Provider
ETPL	Eligible Training Provider List
FCC	Fresno City College
FCEOC	Fresno County Economic Opportunities Commission
FCOE	Fresno County Office of Education
FCWIB	Fresno County Workforce Investment Board
FRTS	Five Rivers Truck School
FUSD	Fresno Unified School District
GED	General Educational Development
GVW	Gross Vehicle Weight
HR	Human Resources
HVAC	Heating/Ventilation and Air Conditioning
JAC	Joint Apprenticeship Committee
JATC	Joint Apprentice and Training Committee
LDSEC	Latter-Day Saints Employment Center
LDSERS	Latter-Day Saints Employment Resource Services
LMI	Labor Market Information
LMID	Labor Market Information Division
MS	Microsoft
MCed	Microcomputer Education Center
Mgmt.	Management
MTMA	Management Training and Marketing Associates
N/A	Not Applicable/Not Available
NEC	Not Elsewhere Classified
OES	Occupational Employment Statistics
OOH	Occupational Outlook Handbook
OOR	Occupational Outlook Report
P.O.S.T.	Peace Officer Standards & Training
ROP	Regional Occupational Program
SCCCD	State Center Community College District
SDA	Service Delivery Area
SJV	San Joaquin Valley
SJVC	San Joaquin Valley College
SOC	Standard Occupational Classification
URL	Uniform Resource Locator
VP	Vice President
WIA	Workforce Investment Act

ADULT LITERACY, REMEDIAL EDUCATION, AND GED TEACHERS AND INSTRUCTORS

Teach or instruct out-of-school youths and adults in remedial education classes, preparatory classes for the General Educational Development test, literacy, or English as a Second Language. Teaching may or may not take place in a traditional educational institution.

SOC# 25-3011

11 Employers Representing 82 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$13.00-\$25.00	\$16.30
New, Experienced	\$13.00-\$25.00	\$25.00
3 Years With Firm	\$14.00-\$27.40	\$25.00

HOURS WORKED

Full-time	40 hr/wk	Few
Part-time	4-35 hr/wk	Almost all
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers offer swing shift, many employers offer day shift, and a few schedule non-conventional hours.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	11%	0%	0%	0%	0%
Dental	100%	11%	0%	0%	0%	0%
Vision	50%	11%	0%	0%	0%	0%
Life	0%	11%	0%	0%	0%	0%
Sick Leave	50%	11%	0%	0%	0%	0%
Vacation	50%	0%	0%	0%	0%	0%
Retirement	50%	0%	0%	0%	50%	11%
Childcare	0%	11%	0%	0%	0%	0%

OTHER INFORMATION

- ≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** All employers seek word processing skills, some want spreadsheet, and a few desire desktop publishing. The most mentioned programs were MS Word and Office Suite.
- ≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- ≡ **PROMOTIONAL OPPORTUNITIES:**
POSSIBILITY OF PROMOTION: Almost all employers do not promote to higher-level positions; a few do promote.
POSITIONS PROMOTED TO: None mentioned by employers.
SKILLS NEEDED FOR PROMOTION: None mentioned by employers.
- ≡ **OTHER RELEVANT INFORMATION:** Female employees make up 59% of this workforce. Few of the employers are union or subject to collective bargaining. An alternate job title is ESL teacher.
- ≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?			37%		
Physical exam required?		9%			
DMV printout required?		9%			
Background check required?				73%	

ADULT LITERACY, REMEDIAL EDUCATION, AND GED TEACHERS AND INSTRUCTORS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 7.7% annually. Employers hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 5%.

Many employers indicated that this occupation would remain stable over the next two years; almost as many believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Very Difficult

EDD PROJECTIONS

2003 Size: Small

7-year growth from 1999 to 2006:

Occupational Growth: +31 employees

Growth Rate: Faster than average

WHERE THE JOBS ARE

Elementary and Secondary Schools
Schools and Educational Services

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	64%
Newspaper Advertisements	64%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	9%
Union Hall Referrals	0%
Walk-in Applicants	9%
Trade Journals	0%
Internet	9%
Colleges/Universities	36%

EMPLOYMENT REQUIREMENTS

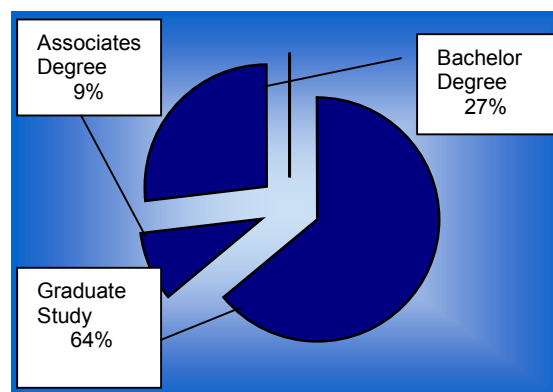
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?	
Required	55%
Not Required	27%
Preferred	18%
The average experience required for employment is 17 months.	
Is Technical/Vocational Training Required for Employment?	
YES	NO
82%	9%
PREFERRED	
9%	

Do Employers Accept Other Kinds of Experience or Pre-Employment Training in Place of Experience?
Experience: 13% of employers accept experience in other occupations . (Employers named an average of 12 months experience.)
Training: 13% of employers will accept training as a substitute for experience. (Employers named an average of 24 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 58 months training for teaching certification.

SKILLS AND REQUIREMENTS: Openings for teachers of English as a Second Language are expected to be very good; however, there are very few opportunities for advancement in this profession. Most jobs are part-time and offer limited career potential. Previous experience as a volunteer or aide in a literacy program is recommended. Teaching experience with adults is preferred. CBEST is required of most first-time applicants, and job seekers should be licensed in a designated subject in vocational or adult education. Most teachers work in an adult continuing education program sponsored by local government or an educational institution. (Source: OOH and CP&BLH)

EDUCATION Required for Employment



ARCHITECTURAL AND CIVIL DRAFTERS

Prepare detailed drawings of architectural and structural features of buildings, or drawings and topographical relief maps used in civil engineering projects, such as highways, bridges, and public works. Utilize knowledge of building materials, engineering practices, and mathematics to complete drawings.

SOC# 17-3011

15 Employers Representing 97 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$7.50-\$10.00	\$8.00
New, Experienced	\$6.75-\$15.00	\$10.00
3 Years With Firm	\$10.00-\$17.00	\$12.47

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

⇒ Many employers pay a bonus to experienced workers. Some employers pay a bonus to inexperienced workers.

HOURS WORKED

Full-time	40 hr/wk	All
Part-time	25-30 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

All employers offer a day shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	93%	50%	0%	0%	0%	0%
Dental	67%	0%	0%	0%	0%	0%
Vision	53%	0%	0%	0%	0%	0%
Life	73%	0%	0%	0%	0%	0%
Sick Leave	87%	50%	0%	0%	0%	0%
Vacation	93%	50%	0%	0%	0%	0%
Retirement	40%	0%	13%	0%	20%	0%
Childcare	0%	0%	0%	0%	7%	0%

OTHER INFORMATION

- ⇒ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers desire word processing and/or spreadsheet skills. Other software programs mentioned by employers were CAD, AUTOCAD, and DATACAD. Some employers mentioned MS Office Suite, and a few mentioned MS Word.
- ⇒ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned 3-D graphics, computer support, and computer modeling technology.
- ⇒ **PROMOTIONAL OPPORTUNITIES:**
 - POSSIBILITY OF PROMOTION: Most employers do not promote to higher-level positions; some do promote.
 - POSITIONS PROMOTED TO: A few promote to engineer positions.
 - SKILLS NEEDED FOR PROMOTION: Promotional need most named was more education.
- ⇒ **OTHER RELEVANT INFORMATION:** Female employees make up 22% of this workforce. None of the employers are union or subject to collective bargaining. Alternate job titles include CAD draftsmen and operators.
- ⇒ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?	7%				
Physical exam required?	0%				
DMV printout required?	13%				
Background check required?	27%				

ARCHITECTURAL AND CIVIL DRAFTERS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 8.6% annually. Employers hiring to fill openings from turnover accounted for just over three-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 20%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Medium

7-year growth from 1999 to 2006:

Occupational Growth: +51 employees

Growth Rate: Slower than average

WHERE THE JOBS ARE

Engineering & Architectural Service
Residential Building Construction
Personnel Supply Services
Local Government

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	60%
Newspaper Advertisements	67%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	40%
Union Hall Referrals	0%
Walk-in Applicants	40%
Trade Journals	0%
Internet	0%
Colleges/Universities	20%

EMPLOYMENT REQUIREMENTS

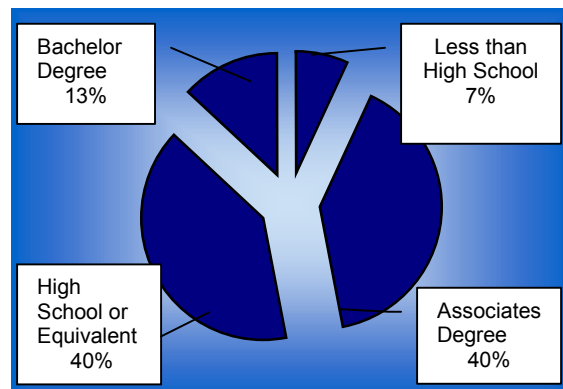
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	53%	
Not Required	27%	
Preferred	20%	
The average experience required for employment is 16 months.		
Is Technical/Vocational Training Required for Employment?		
YES 73%	NO 27%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-Employment Training in Place of Experience?
<u>Experience:</u> 27% of employers accept experience in other occupations . (Employers named an average of 12 months experience in mechanical drafting and design.)
<u>Training:</u> 64% of employers will accept training as a substitute for experience. (Employers named an average of 15 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 11 months of CAD computer drafting classes.

SKILLS AND REQUIREMENTS: Although not required for employment in Fresno, the American Design Drafting Association (ADDA) has established a certification program for drafters. County employers prefer applicants who have completed postsecondary school training in drafting. Employers are interested in applicants who have well-developed drafting and mechanical drawing skills, and a knowledge of drafting standards, mathematics, science, and engineering technology. Prospective drafters should have good interpersonal skills, because they work closely with engineers, surveyors, architects, other professionals, and sometimes customers. (Source: OOH)

EDUCATION Required for Employment



BILL AND ACCOUNT COLLECTORS

Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account, preparing statements to the credit department if customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts.

SOC# 43-3011

15 Employers Representing 195 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$8.32	\$7.75
New, Experienced	\$6.75-\$12.02	\$8.00
3 Years With Firm	\$8.00-\$14.50	\$10.07

A few employers add additional income through commissions or bonuses.

HOURS WORKED

Full-time	40 hr/wk	All
Part-time	24 – 32 hr/wk	A few
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer a swing shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	73%	0%	13%	0%	0%	0%
Dental	67%	0%	13%	0%	7%	0%
Vision	47%	0%	13%	0%	0%	0%
Life	80%	0%	0%	0%	0%	0%
Sick Leave	93%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	33%	0%	27%	0%	13%	0%
Childcare	7%	0%	0%	0%	0%	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Most employers seek basic word processing skills, many seek spreadsheet skills, and a few seek database skills. The most mentioned programs were MS Word, MS Office Suite, and MS Excel.

≡ **EMERGING TECHNOLOGY AND SKILLS:** The employers surveyed did not mention specific computer skills desired for employment, but many employers mentioned general computer skills as "new" skills needed to perform the duties of this occupation.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Many employers promote to higher-level positions, most do not promote.

POSITIONS PROMOTED TO: Some promote to credit, loan, or collection managers, supervisors or analysts.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include working with people, and analytical, math, and accounting skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 62% of this workforce. None of the employers are union or subject to collective bargaining. Alternate job titles include accounts receivable, credit clerks, or account representatives.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					33%
Physical exam required?				20%	
DMV printout required?		7%			
Background check required?				40%	

BILL AND ACCOUNT COLLECTORS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 111.5% annually. Employers hiring to fill openings from turnover accounted for just under seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 49%.

Many employers indicated that this occupation would remain stable over the next two years; not as many believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Very Difficult
Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +102 employees

Growth Rate: Much faster than average

WHERE THE JOBS ARE

Credit Reporting and Collecting

Hospitals

Groceries and Related Products

Professional and Commercial Equipment

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	40%
Newspaper Advertisements	80%
Private Employment Agencies	20%
EDD	20%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	27%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%

Other: Workforce Connection

EMPLOYMENT REQUIREMENTS

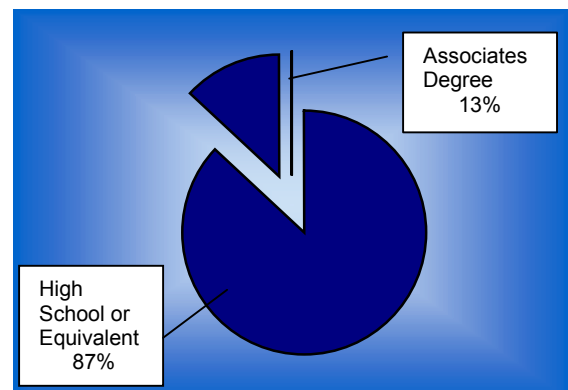
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	33%	
Not Required	47%	
Preferred	20%	
The average experience required for employment is 15 months.		
Is Technical/Vocational Training Required for Employment?		
YES 0%	NO 100%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-Employment Training in Place of Experience?
<u>Experience:</u> 13% of employers accept experience in other occupations . (Employers named an average of 24 months experience.)
<u>Training:</u> None of the employers will accept training as a substitute for experience.
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
None mentioned by employers.

SKILLS AND REQUIREMENTS: Almost all employers require only a high school diploma. A few require some college in areas such as accounting. Employers prefer computer-literate workers with good communication skills. Numerous job opportunities should arise due to high turnover. High turnover can be attributed to several factors: high stress when working with clients, part-time employment, or lower base pay requiring workers to compete for commissions. Opportunities in this occupation are expected to rise due to difficult economic times and the effect it has upon employment and wages. (Source: OOH)

EDUCATION Required for Employment



CASHIERS

Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks.

SOC# 41-2011

15 Employers Representing 442 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$7.50	\$6.75
New, Experienced	\$6.75-\$8.00	\$6.75
3 Years With Firm	\$6.75-\$8.50	\$8.00

Some employers add additional income through bonuses.

HOURS WORKED

Full-time	40 hr/wk	Many
Part-time	15-30 hr/wk	Almost all
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers offer a swing shift; a few offer a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	8%	33%	0%	0%	0%
Dental	33%	8%	0%	0%	17%	0%
Vision	17%	8%	0%	0%	0%	0%
Life	50%	8%	17%	0%	0%	0%
Sick Leave	33%	15%	0%	0%	0%	0%
Vacation	50%	8%	0%	0%	0%	0%
Retirement	0%	0%	67%	8%	0%	0%
Childcare	0%	0%	0%	0%	33%	15%

A few employers offer a cafeteria plan.

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.

≡ **EMERGING TECHNOLOGY AND SKILLS:** The employers surveyed did not mention specific skills desired for employment, but many employers seek basic computer skills as a "new" skill needed to perform the duties of this occupation.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Most employers promote to higher-level positions, some do not promote.

POSITIONS PROMOTED TO: Most promote to management, assistant management, or supervisory positions.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include the ability to accurately count and handle money, public relations customer service skills, communication skills, and reliability.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 67% of this workforce. None of the employers surveyed in this occupation are union or subject to collective bargaining. Alternate job titles include counter workers and sales associates.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?			33%		
Physical exam required?	0%				
DMV printout required?		13%			
Background check required?		27%			

CASHIERS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 31.7% annually. Employers hiring to fill openings from turnover accounted for over four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 6%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Very Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +1118 employees

Growth Rate: Faster than average

WHERE THE JOBS ARE

Eating and Drinking Places

Department Stores

Miscellaneous Shopping Goods Stores

Grocery Stores

RECRUITMENT

Methods of recruitment used by employers	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	60%
Newspaper Advertisements	40%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	53%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

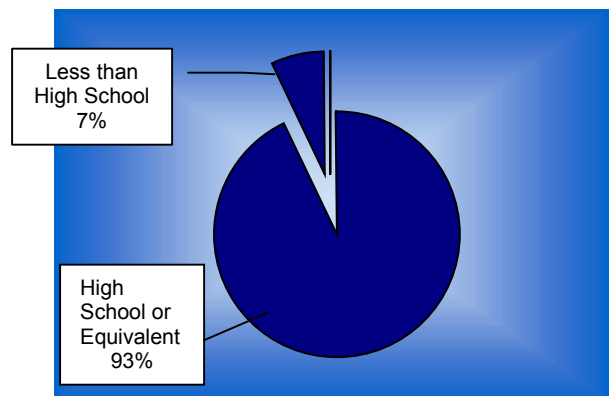
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation'		
Required	13%	
Not Required	73%	
Preferred	13%	
The average experience required for employment is 12 months.		
Is Technical/Vocational Training Required for Employment?		
YES 7%	NO 93%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 75% of employers accept experience in other occupations . (Employers named an average of 12 months experience in cash handling.)
Training: 50% of employers will accept training as a substitute for experience.
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 1 month of training.

SKILLS AND REQUIREMENTS: Cashier jobs tend to be entry-level positions requiring little or no previous work experience. About one-half of all cashiers work part-time. Employers filling full-time jobs often prefer applicants with high school diplomas. For those working part time, promotion may mean moving to a full-time position. Persons who want to become cashiers should be able to do repetitious work accurately. They also need basic mathematics skills and good manual dexterity. Because cashiers deal constantly with the public, they should be neat in appearance and be able to deal tactfully and pleasantly with customers. (Source: OOH)

EDUCATION Required for Employment



COMPUTER AND INFORMATION SYSTEMS MANAGERS

Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.

SOC# 11-3021

15 Employers Representing 41 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$16.78-\$16.78	\$16.78
New, Experienced	\$9.59-\$43.15	\$20.14
3 Years With Firm	\$13.00-\$46.03	\$24.93

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

⇔ Some employers add additional income through bonuses.

HOURS WORKED

Full-time	40 hr/wk	All
Part-time	30 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

All employers offer day shift. Some employers offer a swing shift; a few employers have employees on-call.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	60%	100%	33%	0%	0%	0%
Dental	60%	0%	7%	0%	13%	100%
Vision	40%	0%	7%	0%	13%	100%
Life	60%	0%	13%	0%	7%	0%
Sick Leave	93%	100%	7%	0%	0%	0%
Vacation	93%	100%	7%	0%	0%	0%
Retirement	47%	0%	40%	100%	0%	0%
Childcare	7%	0%	7%	0%	0%	0%

Some employers offer disability insurance and/or educational assistance.

OTHER INFORMATION

- ≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Most employers wanted word processing skills, some mentioned spreadsheet and database skills; a few mentioned desktop publishing. Instead of mentioning specific computer skills, almost all employers desired employees who were familiar with inter-office programs and procedures. The most mentioned items were MS Office Suite and Outlook, and AS400 procedures.
- ≡ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned web development and keeping current with new programs.
- ≡ **PROMOTIONAL OPPORTUNITIES:**
 - POSSIBILITY OF PROMOTION: Almost all employers do not promote to higher-level positions; some do promote.
 - POSITIONS PROMOTED TO: N/A
 - SKILLS NEEDED FOR PROMOTION: Communication was the skill most needed for promotion.
- ≡ **OTHER RELEVANT INFORMATION:** Female employees make up 15% of this workforce. None of the employers are union. An alternate job title is information technology manager.
- ≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					47%
Physical exam required?					33%
DMV printout required?					27%
Background check required?					47%

COMPUTER AND INFORMATION SYSTEMS MANAGERS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 13.2% annually. Employers hiring to fill openings from turnover accounted for five-eighths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 8%.

Almost all employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Very Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Medium

7-year growth from 1999 to 2006:

Occupational Growth: +76 employees

Growth Rate: Average

WHERE THE JOBS ARE

Computer Programming Services

Pumps and Pumping Equipment

Colleges and Universities

Business Services

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	27%
Newspaper Advertisements	47%
Private Employment Agencies	33%
EDD	7%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	13%
Internet	60%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

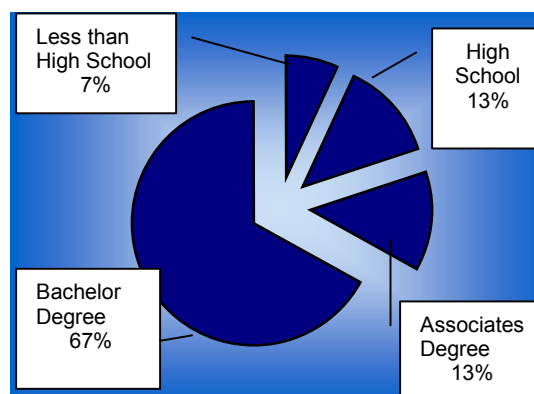
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation'		
Required	87%	
Not Required	7%	
Preferred	7%	
The average experience required for employment is 34 months.		
Is Technical/Vocational Training Required for Employment?		
YES 33%	NO 67%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
<u>Experience:</u> 36% of employers accept experience in other occupations . (Employers named an average of 36 months experience in related computer employment.)
<u>Training:</u> 36% of employers will accept training as a substitute for experience. (Employers named an average of 23 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 31 months computer training, leading to a degree or certification.

SKILLS AND REQUIREMENTS: Some information systems managers in Fresno County do not have a degree. They entered into their jobs with ample experience, and learned additional skills on-the-job. In addition to technical skills, employers also seek managers with strong business skills. Many managers are called upon to make important business decisions. Managers need a keen understanding of people, processes, and customers' needs. Information systems managers increasingly interact with persons outside their organization, reflecting their emerging role as vital parts of their firms' executive teams. (Source: OOH)

EDUCATION Required for Employment



COMPUTER SOFTWARE ENGINEERS, APPLICATIONS

Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team.

SOC# 15-1031

15 Employers Representing 73 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$9.00-\$11.50	\$10.25
New, Experienced	\$9.00-\$26.37	\$17.26
3 Years With Firm	\$16.00-\$31.16	\$26.37

Some employers add additional income through bonuses.

HOURS WORKED

Full-time	40-45 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer swing shifts, and a few offer graveyard shifts.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	80%	0%	20%	0%	0%	0%
Dental	47%	0%	13%	0%	13%	0%
Vision	47%	0%	20%	0%	7%	0%
Life	67%	0%	0%	0%	0%	0%
Sick Leave	87%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	20%	0%	53%	0%	7%	0%
Childcare	0%	0%	0%	0%	20%	0%

Some employers offer a flex or cafeteria plan; a few offer gym memberships.

OTHER INFORMATION

- ≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers seek word processing skills, some seek spreadsheet skills, and a few seek desktop publishing skills. Some stated that employees should be familiar with standard office programs, like MS Office Suite. The most mentioned skills needs were Delphi, Visual Basic, C++, SQL, and OS language.
- ≡ **EMERGING TECHNOLOGY AND SKILLS:** Some employers mentioned the need to update skills with ongoing education.
- ≡ **PROMOTIONAL OPPORTUNITIES:**
 - POSSIBILITY OF PROMOTION: Many employers promote to higher-level positions; almost as many do not promote.
 - POSITIONS PROMOTED TO: Many promote to supervisory, management, or director positions; some promote to senior or lead positions; a few promote to VP positions.
 - SKILLS NEEDED FOR PROMOTION: Promotional needs named include management and leadership skills, working well and communicating with others, technical knowledge, and business organizational skills.
- ≡ **OTHER RELEVANT INFORMATION:** Female employees make up 5% of this workforce. None of the employers are union or subject to collective bargaining. Alternate job titles include programmer and analyst.
- ≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?			33%		
Physical exam required?		7%			
DMV printout required?		13%			
Background check required?			40%		

COMPUTER SOFTWARE ENGINEERS, APPLICATIONS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 13.1% annually. Employers hiring to fill openings from turnover accounted for four-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 20%.

Most employers indicated that this occupation would remain stable over the next two years; many believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Not Difficult

EDD PROJECTIONS

2003 Size: N/A

7-year growth from 1999 to 2006:

Occupational Growth: N/A

Growth Rate: N/A

WHERE THE JOBS ARE

Federal Government

Computer and Data Processing Services

Colleges and Universities

Telephone Communications

Communications Equipment

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	47%
Newspaper Advertisements	33%
Private Employment Agencies	33%
EDD	0%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	47%
Colleges/Universities	7%

Other: Business connections

EMPLOYMENT REQUIREMENTS

TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation'		
Required	87%	
Not Required	13%	
Preferred	0%	
The average experience required for employment is 32 months.		
Is Technical/Vocational Training Required for Employment?		
YES 60%	NO 40%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?

Experience: 0% of employers accept **experience in other occupations**.

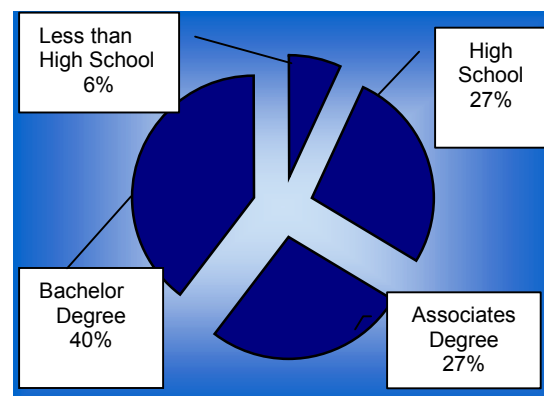
Training: 15% of employers will accept **training** as a substitute for experience. (Employers named an average of 36 months training to be substituted for work experience.)

How Many Months of Vocational Training Do Employers Require? What Kind of Training do Employers Require?

Employers noted an average of 31 months training, leading to a computer science degree or MS certification.

SKILLS AND REQUIREMENTS: Employers are increasingly turning to a workforce with college or vocational training. Professional certification is offered by the Institute for Certification of Computing Professionals. This voluntary certification is available to those who have a college degree and at least two years experience. Graduate degrees are preferred for some of the more complex jobs. Persons interested in jobs as computer software engineers must have strong problem-solving and analytical skills. They also must be able to communicate effectively with team members, other staff, and the customers they meet. (Source: OOH)

EDUCATION Required for Employment



CUSTOMER SERVICE REPRESENTATIVES

Interact with customers to provide information in response to inquiries about products and services, and to handle and resolve complaints.

SOC# 43-4051

15 Employers Representing 386 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$10.00	\$7.25
New, Experienced	\$6.75-\$11.51	\$9.00
3 Years With Firm	\$6.75-\$16.40	\$11.51

A few employers add additional income either through a commission or a bonus.

HOURS WORKED

Full-time	38-40 hr/wk	Almost all
Part-time	18-25	Some
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer a swing shift; a few offer a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	64%	25%	21%	50%	0%	0%
Dental	43%	25%	21%	25%	14%	0%
Vision	29%	25%	21%	25%	7%	0%
Life	64%	25%	0%	25%	0%	0%
Sick Leave	79%	50%	0%	25%	0%	0%
Vacation	86%	50%	0%	0%	0%	0%
Retirement	43%	0%	14%	50%	7%	0%
Childcare	0%	0%	0%	25%	36%	25%

Many employers offer a cafeteria or flex spending plan.

OTHER INFORMATION

- ⌘ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Most employers seek word processing skills, many seek spreadsheet skills, a few seek database skills, and even fewer desired desktop publishing. Both MS Office Suite and in-house software skills were desired. The most mentioned programs were MS Excel, Word, and Outlook.
- ⌘ **EMERGING TECHNOLOGY AND SKILLS:** Some employers mentioned digital art and graphics programs.
- ⌘ **PROMOTIONAL OPPORTUNITIES:**
 - POSSIBILITY OF PROMOTION: Most employers promote to higher-level positions; some do not promote.
 - POSITIONS PROMOTED TO: Many promote to management, supervisory, or sales positions.
 - SKILLS NEEDED FOR PROMOTION: Promotional needs named include the ability to work with people, communication, and sales.
- ⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 56% of this workforce. None of the employers are union or subject to collective bargaining. An alternate job title is front counter help.
- ⌘ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					53%
Physical exam required?		20%			
DMV printout required?		20%			
Background check required?					60%

CUSTOMER SERVICE REPRESENTATIVES

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 2.5% annually. Employers hiring to fill openings from turnover accounted for over one percent of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 7%.

Many employers indicated that this occupation would remain stable over the next two years; not as many believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Medium

7-year growth from 1999 to 2006:

Occupational Growth: +97 employees

Growth Rate: Faster than average

WHERE THE JOBS ARE

Commercial Printing
Freight Transportation Arrangement
Combination Utility Services
Local Government

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	73%
Newspaper Advertisements	80%
Private Employment Agencies	20%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	7%
Internet	13%
Colleges/Universities	7%

Other: Job Fairs

EMPLOYMENT REQUIREMENTS

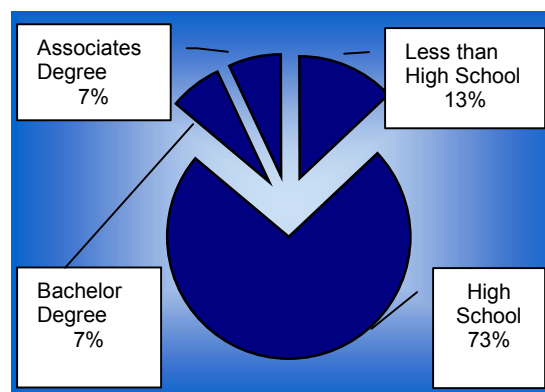
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	67%	
Not Required	33%	
Preferred	0%	
The average experience required for employment is 16 months.		
Is Technical/Vocational Training Required for Employment?		
YES 7%	NO 93%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 60% of employers accept experience in other occupations . (Employers named an average of 17 months customer service or retail experience.)
Training: 20% of employers will accept training as a substitute for experience. (Employers named an average of 8 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 12 months training.

SKILLS AND REQUIREMENTS: Formal training is not always required. Employers prefer to hire people who have at least a high school diploma, and possess good communication skills, basic computer skills, and a strong work ethic. Those with certification or degrees will have the best job opportunities. Workers with limited training and experience may start as helpers and advance based on their demonstrated mastery of skills at each level. Among persons without experience, opportunities should be best for those with computer backgrounds who are certified or who have completed postsecondary programs in desktop publishing or graphic design. (Source: OOH)

EDUCATION Required for Employment



ELECTRICIANS

Install, maintain, and repair electrical wiring, equipment, and fixtures. Ensure that work is in accordance with relevant codes. May install or service streetlights, intercom systems, or electrical control systems.

SOC# 47-2111

17 Employers Representing 247 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$8.00-\$8.00	\$8.00
Union	\$11.00-\$25.00	\$11.00
New, Experienced	\$10.00-\$19.10	\$12.00
Union	\$11.85-\$25.00	\$20.74
3 Years With Firm	\$12.00-\$27.00	\$14.00
Union	\$16.92-\$30.00	\$24.93

A few employers mentioned a bonus as additional income.

HOURS WORKED

Full-time	30-40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer a swing shift or a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	41%	0%	0%	0%
Dental	24%	0%	41%	0%	6%	0%
Vision	24%	0%	29%	0%	12%	0%
Life	47%	0%	6%	0%	6%	0%
Sick Leave	59%	0%	0%	0%	0%	0%
Vacation	71%	0%	0%	0%	0%	0%
Retirement	53%	0%	29%	0%	0%	0%
Childcare	6%	0%	0%	0%	12%	0%

A few employers offer long-term disability.

OTHER INFORMATION

- ≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers seek word processing skills and knowledge of in-house programs.
- ≡ **EMERGING TECHNOLOGY AND SKILLS:** Computerized, programmable logic controls.
- ≡ **PROMOTIONAL OPPORTUNITIES:**
 - POSSIBILITY OF PROMOTION: Most employers promote to higher-level positions; some do not promote.
 - POSITIONS PROMOTED TO: Many promote to foreman, supervisory, or management positions, and a few promote to service or maintenance positions.
 - SKILLS NEEDED FOR PROMOTION: Promotional needs named include knowledge of electrical codes, supervisory skills, experience, ability and troubleshooting skills.
- ≡ **OTHER RELEVANT INFORMATION:** Of those surveyed, no female employees worked in this occupation, and 40% of the employers are union or subject to collective bargaining. Alternate job titles include rough, finish, and construction electricians.
- ≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					70%
Physical exam required?					29%
DMV printout required?					47%
Background check required?					59%

ELECTRICIANS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 10.3% annually. Employers hiring to fill openings from turnover accounted for just over one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 16%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Not Difficult

EDD PROJECTIONS

2003 Size: Large

7-year growth from 1999 to 2006:

Occupational Growth: +186 employees

Growth Rate: Average

WHERE THE JOBS ARE

Construction—Electrical Work

Local Government

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	12%
Employee Referrals	47%
Newspaper Advertisements	65%
Private Employment Agencies	0%
EDD	24%
School Program Referrals	6%
Union Hall Referrals	29%
Walk-in Applicants	18%
Trade Journals	0%
Internet	12%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

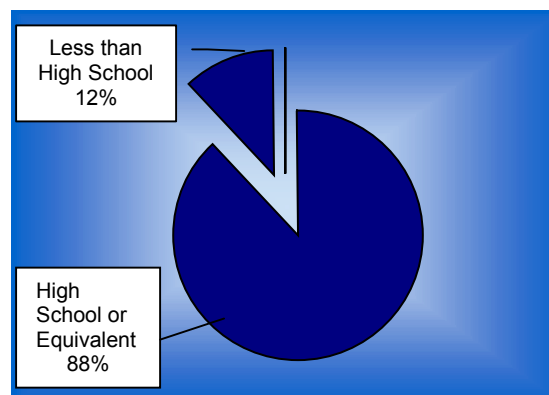
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?	
Required	71%
Not Required	29%
Preferred	0%
The average experience required for employment is 46 months.	
Is Technical/Vocational Training Required for Employment?	
YES 29%	NO 65%
PREFERRED 6%	

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 8% of employers accept experience in other occupations . (Employers named an average of 60 months experience.)
Training: 17% of employers will accept training as a substitute for experience. (Employers named an average of 18 months training to be substituted for work experience.)
How many months of vocational training do employers require? What kind of training do employers require?
Employers noted an average of 23 months apprenticeship.

SKILLS AND REQUIREMENTS: Most people learn the electrical trade by completing a 4- or 5-year apprenticeship program. Those who do not enter a formal apprenticeship program can begin to learn the trade informally by working as helpers for experienced electricians. Although licensing requirements vary from area to area, electricians usually must pass an examination that tests their knowledge of electrical theory, the National Electrical Code, and local electric and building codes. All applicants should be in good health and have at least average physical strength. Agility and dexterity also are important. Good color vision is needed because workers must frequently identify electrical wires by color. (Source: OOH)

EDUCATION Required for Employment



GAMING CAGE WORKERS

In a gaming establishment, conduct financial transactions for patrons. May reconcile daily summaries of transactions to balance books. Accept patron's credit application, and verify credit references to provide check-cashing authorization or to establish house credit accounts. May sell gambling chips, tokens, or tickets to patrons or to other workers for resale to patrons. May convert gaming chips, tokens, or tickets to currency upon patron's request. May use a cash register or computer to record transactions.

SOC# 43-3041

3 Employers Representing 27 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$7.00	\$6.88
New, Experienced	\$6.75-\$7.00	\$7.00
3 Years With Firm	\$8.00-\$10.25	\$9.00

Some employers mention tips as additional income.

HOURS WORKED

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

All employers offer swing and graveyard shifts; most offer day shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	0%	0%	0%	0%	0%
Dental	67%	0%	33%	0%	0%	0%
Vision	33%	0%	33%	0%	0%	0%
Life	67%	0%	33%	0%	0%	0%
Sick Leave	67%	0%	0%	0%	0%	0%
Vacation	67%	0%	0%	0%	0%	0%
Retirement	0%	0%	0%	0%	0%	0%
Childcare	0%	0%	0%	0%	0%	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers seek database skills.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Most employers promote to higher-level positions; some do not promote.

POSITIONS PROMOTED TO: None mentioned by employers.

SKILLS NEEDED FOR PROMOTION: None mentioned by employers.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 59% of this workforce. None of the employers are union or subject to collective bargaining.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?				67%	
Physical exam required?			33%		
DMV printout required?			33%		
Background check required?					100%

GAMING CAGE WORKERS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 11.5% annually. Employers hiring to fill openings from turnover accounted for three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 4%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Very Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +1,088 employees

Growth Rate: Average

WHERE THE JOBS ARE

Miscellaneous Amusement and Recreation Service

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	33%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	67%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

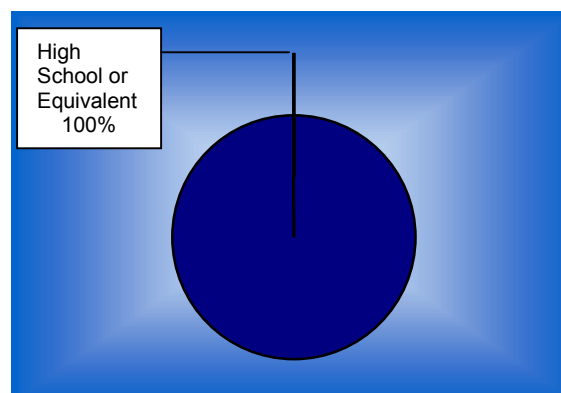
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	33%	
Not Required	67%	
Preferred	0%	
The average experience required for employment is 12 months.		
Is Technical/Vocational Training Required for Employment?		
YES 0%	NO 100%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
<u>Experience:</u> 100% of employers accept experience in other occupations . (Employers named an average of 12 months experience.)
<u>Training:</u> None of the employers who responded to the question "training or experience required or preferred" would accept training as a substitute for experience.
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
N/A

SKILLS AND REQUIREMENTS: The "cage" where these workers can be found is the central depository for money, gaming chips, and paperwork necessary to support casino play. Cage workers perform a wide range of financial transactions, and handle any required paperwork. They cash checks according to rules established by the casino. Cage workers sell gambling chips, tokens, or tickets to patrons or to other workers for resale to patrons, and exchange chips and tokens for cash. At the end of their shift, cage cashiers must reconcile the books and make sure they balance. Employment of gaming cage workers is expected to increase faster than the average for all occupations through 2010. (Source: OOH)

EDUCATION Required for Employment



LABORERS AND FREIGHT, STOCK, AND MATERIAL MOVERS, HAND

Manually move freight, stock, or other materials or perform other unskilled general labor. Includes all unskilled manual laborers not elsewhere classified.

SOC# 53-7062

16 Employers Representing 449 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$16.00	\$8.12
New, Experienced	\$6.75-\$14.79	\$8.06
3 Years With Firm	\$6.75-\$18.00	\$10.30

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

⇔ Some employers add additional income through bonuses.

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	15-25 hr/wk	Some
Temporary	40 hr/wk	Few
Seasonal	N/A	None

Most employers offer a swing shift; some offer a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	40%	25%	7%	0%
Dental	33%	0%	47%	0%	0%	0%
Vision	27%	0%	40%	0%	0%	0%
Life	60%	0%	13%	0%	0%	0%
Sick Leave	40%	0%	0%	0%	0%	0%
Vacation	80%	0%	0%	0%	0%	0%
Retirement	13%	0%	53%	0%	13%	0%
Childcare	0%	0%	0%	0%	13%	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers seek word processing and spreadsheet skills.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Almost all employers promote to higher-level positions; a few do not promote.

POSITIONS PROMOTED TO: Some promote to supervisory positions, and a few promote to driving positions—trucks or forklifts.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include leadership skills, communication skills, and mechanical aptitude.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 7% of this workforce, and 13% of the employers are union or subject to collective bargaining. Alternate job titles include warehouse workers, dock workers, and warehouse drivers.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					81%
Physical exam required?					38%
DMV printout required?					19%
Background check required?					63%

LABORERS AND FREIGHT, STOCK, AND MATERIAL MOVERS, HAND

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 6.9% annually. Employers hiring to fill openings from turnover accounted for less than one-tenth of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 6%.

Most employers indicated that this occupation would remain stable over the next two years, some believed it would grow, and a few reported that it would decline.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +309 employees

Growth Rate: Slower than average

WHERE THE JOBS ARE

Groceries and Related Products

Preserved Fruits and Vegetables

Meat Products

Trucking and Courier Services

Furniture and Home Furnishings Stores

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	31%
Newspaper Advertisements	44%
Private Employment Agencies	25%
EDD	6%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	44%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

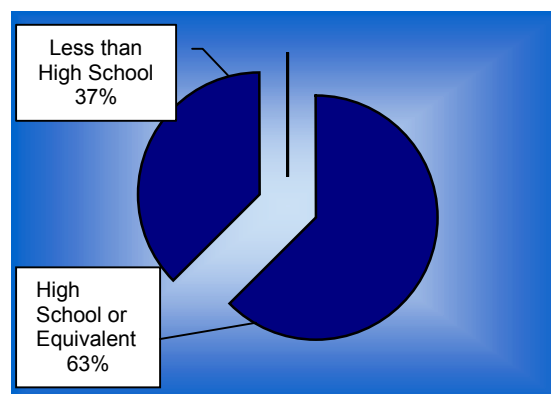
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required		38%
Not Required		50%
Preferred		13%
The average experience required for employment is 15 months.		
Is Technical/Vocational Training Required for Employment?		
YES 0%	NO 100%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 63% of employers accept experience in other occupations . (Employers named an average of 13 months experience.)
Training: 50% of employers will accept training as a substitute for experience. (Employers named an average of 12 months training to be substituted for work experience.)
How many months of vocational training do employers require? What kind of training do employers require?
N/A

SKILLS AND REQUIREMENTS: These workers often are younger than workers in other occupations—reflecting the limited training, but significant physical requirements of many of these jobs. Most material moving jobs require no work experience or specific training. Almost all employers prefer applicants with a high school diploma, but others simply require workers to be at least 18 years old and physically able to perform the work. Many material moving workers work outdoors in every type of climate and weather condition. The work tends to be repetitive and physically demanding. (Source: OOH)

EDUCATION Required for Employment



MACHINISTS

Set up and operate a variety of machine tools to produce precision parts and instruments. Includes precision instrument makers who fabricate, modify, or repair mechanical instruments. May also fabricate and modify parts to make or repair machine tools or maintain industrial machines, applying knowledge of mechanics, shop mathematics, metal properties, layout, and machining procedures.

SOC# 51-4041

16 Employers Representing 223 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$7.00-\$8.00	\$7.50
New, Experienced	\$6.75-\$13.00	\$10.00
3 Years With Firm	\$8.00-\$18.00	\$11.28

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

⇔ A few employers add additional income through bonuses.

HOURS WORKED

Full-time	40-45 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Many employers offer a swing shift; a few offer a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	44%	0%	50%	0%	6%	0%
Dental	13%	0%	44%	0%	13%	0%
Vision	19%	0%	38%	0%	6%	0%
Life	63%	0%	6%	0%	6%	0%
Sick Leave	56%	0%	6%	0%	13%	0%
Vacation	88%	0%	6%	0%	6%	0%
Retirement	19%	0%	44%	0%	19%	0%
Childcare	0%	0%	0%	0%	0%	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers mentioned in-house programs and CNC programming.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Most employers promote to higher-level positions; some do not promote.

POSITIONS PROMOTED TO: Some promote to supervisory positions, and a few promote to senior level master machinist or team leader.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include knowledge of the job, leadership skills, and reliability.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 3% of this workforce, and 13% of the employers are union or subject to collective bargaining. An alternate job title is machine operator.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					82%
Physical exam required?					50%
DMV printout required?					19%
Background check required?					50%

MACHINISTS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 12.3% annually. Employers hiring to fill openings from turnover accounted for just over two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 6%.

Most employers indicated that this occupation would remain stable over the next two years, some believed it would grow, and a few reported that it would decline.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Very Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Medium

7-year growth from 1999 to 2006:

Occupational Growth: +56 employees

Growth Rate: Slower than average

WHERE THE JOBS ARE

General Industrial Machinery
Industrial Machinery, NEC
Lumber and Construction Materials
Machinery Equipment and Supplies

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	56%
Newspaper Advertisements	63%
Private Employment Agencies	19%
EDD	6%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	25%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

EMPLOYMENT REQUIREMENTS

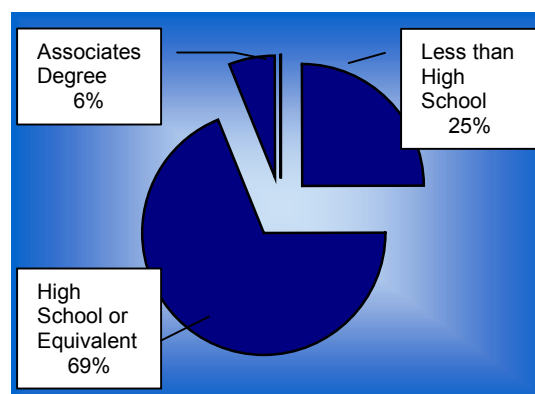
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	56%	
Not Required	31%	
Preferred	13%	
The average experience required for employment is 29 months.		
Is Technical/Vocational Training Required for Employment?		
YES 6%	NO 75%	PREFERRED 19%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 27% of employers accept experience in other occupations . (Employers named an average of 25 months experience working with machinery and heavy equipment.)
Training: 55% of employers will accept training as a substitute for experience. (Employers named an average of 14 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 18 months machinist training.

SKILLS AND REQUIREMENTS: Machinists train in apprenticeship programs, informally on the job, and in high schools, vocational schools, or community or technical colleges. Experience with machine tools is helpful. Apprenticeship classes are taught in cooperation with local community or vocational colleges. A growing number of machinists learn the trade through 2-year associate degree programs at community or technical colleges. Graduates of these programs still need significant on-the-job experience before they are fully qualified. (Source: OOH)

EDUCATION Required for Employment



MAINTENANCE AND REPAIR WORKERS, GENERAL

Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair. Duties may involve pipe fitting; boiler making; insulating; welding; machining; carpentry; repairing electrical or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs.

SOC# 49-9042

21 Employers Representing 236 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$9.75	\$7.75
New, Experienced	\$6.75-\$15.09	\$9.50
3 Years With Firm	\$6.75-\$17.09	\$12.00

A few employers add additional income through bonuses.

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	30 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

Some employers offer a swing shift; a few offer a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	100%	70%	0%	0%	0%
Dental	35%	100%	45%	0%	10%	0%
Vision	20%	100%	30%	0%	5%	0%
Life	70%	0%	10%	0%	5%	0%
Sick Leave	55%	100%	10%	0%	0%	0%
Vacation	75%	100%	20%	0%	0%	0%
Retirement	15%	0%	60%	0%	20%	0%
Childcare	0%	0%	0%	0%	20%	0%

Some employers offer a cafeteria plan.

OTHER INFORMATION

- ⌘ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers seek word processing, spreadsheet, or database skills.
- ⌘ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned the growing need for employees with general computer skills.
- ⌘ **PROMOTIONAL OPPORTUNITIES:**
 - POSSIBILITY OF PROMOTION: Most employers promote to higher-level positions; some do not promote.
 - POSITIONS PROMOTED TO: Many promote to management, supervisory, or lead positions; a few promote to higher steps, higher levels, or "A" mechanics.
 - SKILLS NEEDED FOR PROMOTION: Promotional needs named include supervisory or leadership skills, knowledge of the occupation, electrical machine repair skills, people/customer skills, and communication skills.
- ⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 6% of this workforce, and 14% of the employers are union or subject to collective bargaining. Alternate job titles include maintenance mechanics and technicians.
- ⌘ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					76%
Physical exam required?				62%	
DMV printout required?			48%		
Background check required?				52%	

MAINTENANCE AND REPAIR WORKERS, GENERAL

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 12.9% annually. Employers hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 5%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants:	Moderately Difficult
Inexperienced Applicants:	Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +282 employees

Growth Rate: Slower than average

WHERE THE JOBS ARE

Real Estate Operators and Lessors
Real Estate Agents and Managers
Accounting, Auditing, and Bookkeeping
Local Government
Residential Building Construction

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	14%
Employee Referrals	48%
Newspaper Advertisements	67%
Private Employment Agencies	24%
EDD	10%
School Program Referrals	5%
Union Hall Referrals	0%
Walk-in Applicants	43%
Trade Journals	0%
Internet	14%
Colleges/Universities	14%

EMPLOYMENT REQUIREMENTS

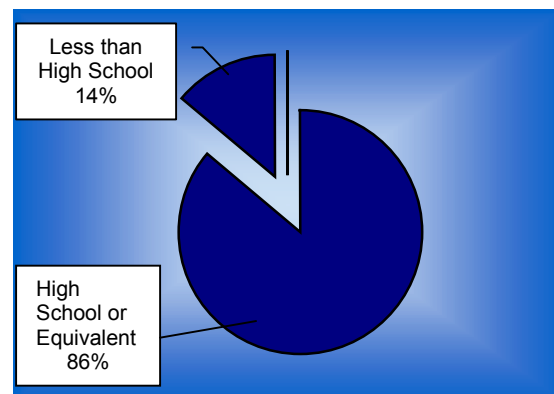
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	76%	
Not Required	5%	
Preferred	19%	
The average experience required for employment is 20 months.		
Is Technical/Vocational Training Required for Employment?		
YES 5%	NO 86%	PREFERRED 10%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 61% of employers accept experience in other occupations . (Employers named an average of 15 months mechanical, HVAC, electrical, or repair experience.)
Training: 65% of employers will accept training as a substitute for experience. (Employers named an average of 13 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 24 months training.

SKILLS AND REQUIREMENTS: Maintenance and repair workers might start as helpers, and pick up the skills of the trade informally or by taking courses offered by machinery manufacturers and community colleges. Almost all employers prefer to hire those who have completed high school or its equivalency, and who have experience. Good physical conditioning and agility also are necessary, because repairers sometimes have to lift heavy objects or climb to reach equipment located high above the floor. Because factories cannot afford breakdowns of industrial machinery, repairers may be called to the plant at night or on weekends for emergency repairs. (Source: OOH)

EDUCATION Required for Employment



NURSING AIDES, ORDERLIES, AND ATTENDANTS

Provide basic patient care under direction of nursing staff. Perform duties, such as feed, bathe, dress, groom, or move patients, or change linens.

SOC# 31-1012

18 Employers Representing 1,180 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$7.20-\$9.05	\$8.05
New, Experienced	\$7.20-\$9.80	\$8.09
3 Years With Firm	\$7.90-\$10.00	\$8.63

A few employers add additional income through bonuses.

HOURS WORKED

Full-time	38-40 hr/wk	Almost all
Part-time	16-35 hr/wk	Most
Temporary	10-20 hr/wk	Few
Seasonal	N/A	None

All employers offer day, swing, and graveyard shifts.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	59%	8%	41%	15%	0%	8%
Dental	59%	0%	24%	15%	6%	23%
Vision	59%	0%	35%	23%	0%	8%
Life	59%	31%	0%	0%	24%	0%
Sick Leave	88%	46%	0%	0%	0%	0%
Vacation	100%	62%	0%	0%	0%	0%
Retirement	18%	15%	24%	0%	29%	15%
Childcare	0%	0%	12%	8%	18%	0%

A few employers offer a cafeteria plan, long time disability, or tuition assistance.

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers seek word processing or spreadsheet skills.

≡ **EMERGING TECHNOLOGY AND SKILLS:** General computer skills.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Many employers promote to higher-level positions; an equal number do not promote.

POSITIONS PROMOTED TO: Some promote to activities director; a few promote to certified nurse assistant or ward clerk.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include communication, organization, and customer service skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 88% of this workforce, and 6% of the employers are union or subject to collective bargaining.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?				56%	
Physical exam required?					100%
DMV printout required?		11%			
Background check required?					83%

NURSING AIDES, ORDERLIES, AND ATTENDANTS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 38% annually. Employers hiring to fill openings from turnover accounted for over nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 3%.

Many employers indicated that this occupation would remain stable over the next two years; almost as many believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Not Difficult
Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +537 employees

Growth Rate: Faster than average

WHERE THE JOBS ARE

Nursing and Personal Care Facilities
Hospitals

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	61%
Newspaper Advertisements	89%
Private Employment Agencies	0%
EDD	11%
School Program Referrals	33%
Union Hall Referrals	0%
Walk-in Applicants	11%
Trade Journals	0%
Internet	6%
Colleges/Universities	0%

Other: Job Fairs

EMPLOYMENT REQUIREMENTS

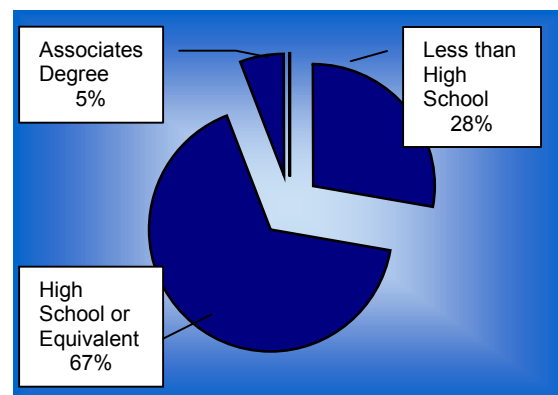
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	22%	
Not Required	72%	
Preferred	6%	
The average experience required for employment is 11 months.		
Is Technical/Vocational Training Required for Employment?		
YES	NO	PREFERRED
83%	17%	0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 20% of employers accept experience in other occupations . (Employers named an average of 12 months experience.)
Training: 40% of employers will accept training as a substitute for experience. (Employers named an average of 12 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 11 months certification training.

SKILLS AND REQUIREMENTS: Job prospects for nursing aides should be very good because of fast growth and high replacement needs in this large occupation. However, average earnings are lower than other occupations. In most cases, neither a high school diploma nor previous work experience is necessary for a job. Almost all employers, however, require some training. Most full-time aides work about 40 hours a week, but because patients need care 24 hours a day, some aides work evenings, nights, weekends, and/or holidays. Many work part-time. (Source: OOH)

EDUCATION Required for Employment



OFFICE CLERKS, GENERAL

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments, and may include a combination of answering telephones, bookkeeping, typing or work processing, stenography, office machine operation, and filing.

SOC# 43-9061

17 Employers Representing 245 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$7.00-\$10.32	\$8.00
New, Experienced	\$6.75-\$11.00	\$8.50
3 Years With Firm	\$8.00-\$13.00	\$10.00

A few employers add additional income through bonuses.

HOURS WORKED

Full-time	40 hr/wk	Most
Part-time	20-30 hr/wk	Many
Temporary	40 hr/wk	Few
Seasonal	N/A	None

A few employers offer a swing shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	57%	0%	43%	14%	0%	0%
Dental	57%	0%	21%	14%	7%	0%
Vision	29%	0%	14%	14%	14%	0%
Life	50%	0%	7%	0%	7%	0%
Sick Leave	93%	14%	0%	0%	0%	0%
Vacation	100%	14%	0%	0%	0%	0%
Retirement	43%	14%	14%	14%	29%	0%
Childcare	0%	0%	14%	14%	7%	14%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers seek word processing skills with knowledge of MS Office Suite and Word. Most employers want spreadsheet skills with knowledge of Excel, and a few want database and desktop publishing skills. Experience with MS Outlook was also mentioned.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Many employers do not promote to higher-level positions; almost as many do promote.

POSITIONS PROMOTED TO: A few employers promote to supervisory or management positions, and a few promote to administrative assistant or secretary.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include office, math, accounting, and computer skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce, and 12% of the employers are union or subject to collective bargaining. Alternate job titles include office assistants and receptionists.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					47%
Physical exam required?		12%			
DMV printout required?		12%			
Background check required?					53%

OFFICE CLERKS, GENERAL

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 8% annually. Employers hiring to fill openings from turnover accounted for just over seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 3%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +913 employees

Growth Rate: Average

WHERE THE JOBS ARE

Elementary and Secondary Schools

Colleges and Universities

Hospitals

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	35%
Employee Referrals	29%
Newspaper Advertisements	76%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	24%
Trade Journals	0%
Internet	24%
Colleges/Universities	6%

EMPLOYMENT REQUIREMENTS

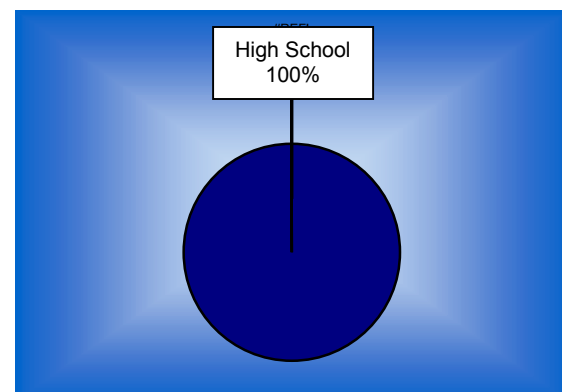
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?	
Required	82%
Not Required	18%
Preferred	0%
The average experience required for employment is 20 months.	
Is Technical/Vocational Training Required for Employment?	
YES 0%	NO 100%
PREFERRED 0%	

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
<u>Experience:</u> 43% of employers accept experience in other occupations . (Employers named an average of 16 months office experience.)
<u>Training:</u> 57% of employers will accept training as a substitute for experience. (Employers named an average of 16 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
N/A

SKILLS AND REQUIREMENTS: Previous office or business experience may be needed. Employers usually require a high school diploma, and almost all require typing, basic computer skills, and other general office skills. Familiarity with computer word processing software and applications is becoming increasingly important. Employers prefer individuals who are able to perform a variety of tasks and satisfy the needs of the many departments within a company. In addition, applicants should have good communication skills, and be detail-oriented and adaptable. (Source: OOH)

EDUCATION Required for Employment



PACKAGING AND FILLING MACHINE OPERATORS AND TENDERS

Operate or tend machines to prepare industrial or consumer products for storage or shipment. Includes cannery workers who pack food products.

SOC# 51-9111

16 Employers Representing 4,240 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$8.00	\$7.25
Union	\$6.75-\$6.75	\$6.75
New, Experienced	\$6.75-\$12.20	\$7.13
Union	\$6.75-\$12.00	\$6.75
3 Years With Firm	\$6.75-\$12.96	\$8.00
Union	\$6.75-\$14.00	\$7.96

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

⇔ A few employers add additional income through bonuses.

HOURS WORKED

Full-time	30-40 hr/wk	Almost all
Part-time	24-32 hr/wk	Few
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Most employers offer a swing shift; some offer a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	31%	0%	50%	50%	0%	0%
Dental	25%	0%	50%	50%	0%	0%
Vision	19%	0%	38%	50%	6%	0%
Life	56%	0%	13%	0%	0%	0%
Sick Leave	63%	50%	0%	0%	0%	0%
Vacation	75%	100%	0%	0%	0%	0%
Retirement	19%	0%	44%	0%	0%	0%
Childcare	6%	0%	0%	0%	6%	50%

A few employers offer a cafeteria plan or long-term disability.

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers seek MS Excel spreadsheet, word processing, or in-house program skills.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Almost all employers promote to higher-level positions; a few do not promote.

POSITIONS PROMOTED TO: Many promote to supervisory positions; a few promote to lead or coordinator positions.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include communication skills, dependability, people skills, leadership skills, and seniority.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 47% of this workforce, and 38% of the employers are union or subject to collective bargaining.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					69%
Physical exam required?				38%	
DMV printout required?	13%				
Background check required?	19%				

PACKAGING AND FILLING MACHINE OPERATORS AND TENDERS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 15.5% annually. Employers hiring to fill openings from turnover accounted for just over one-half of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 3%.

Most employers indicated that this occupation would remain stable over the next two years, some believed it would grow, and a few employers reported that it would decline.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Not Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +126 employees

Growth Rate: Slower than average

WHERE THE JOBS ARE

Preserved Fruits and Vegetables

Meat Products

Groceries and Related Products

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	56%
Newspaper Advertisements	25%
Private Employment Agencies	25%
EDD	25%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	50%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

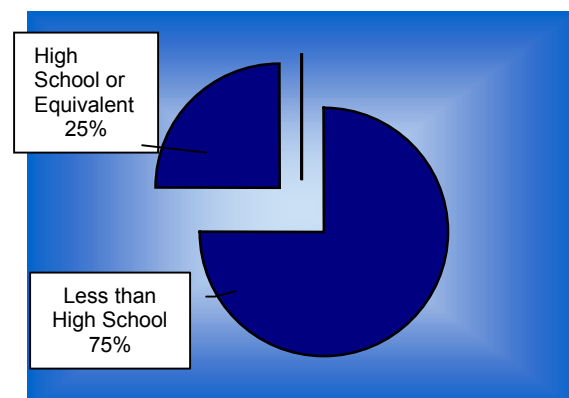
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	25%	
Not Required	69%	
Preferred	6%	
The average experience required for employment is 10 months.		
Is Technical/Vocational Training Required for Employment?		
YES 0%	NO 100%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
<u>Experience:</u> 60% of employers accept experience in other occupations . (Employers named an average of 10 months experience in warehouse or freight.)
<u>Training:</u> 40% of employers will accept training as a substitute for experience. (Employers named an average of 9 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
N/A

SKILLS AND REQUIREMENTS: Packaging and filling machine operators and tenders are closely identified with the food services industry in Fresno County. Educational requirements are generally less than high school, and vocational training was not identified as being required. Most training is short-term on-the-job. Wages are generally minimum wage, and there is a high turnover in this occupation. Employers mentioned the difficulty of finding workers who were dependable and stayed with the job. (Source: OOH)

EDUCATION Required for Employment



PARALEGALS AND LEGAL ASSISTANTS

Assist lawyers by researching legal precedent, investigating facts, or preparing legal documents. Conduct research to support a legal proceeding, to formulate a defense, or to initiate legal action.

SOC# 23-2011

18 Employers Representing 114 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$8.63-\$14.96	\$11.00
New, Experienced	\$8.00-\$19.18	\$14.38
3 Years With Firm	\$11.99-\$21.58	\$17.92

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

⇒ Many employers add additional income through bonuses.

HOURS WORKED

Full-time	38-40 hr/wk	All
Part-time	15/30 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	78%	0%	22%	0%	0%	0%
Dental	39%	0%	28%	0%	6%	0%
Vision	33%	0%	11%	0%	6%	0%
Life	67%	0%	0%	0%	0%	0%
Sick Leave	100%	40%	0%	0%	0%	0%
Vacation	100%	20%	0%	0%	0%	0%
Retirement	11%	0%	78%	20%	6%	0%
Childcare	0%	0%	17%	20%	6%	0%

Some employers offer a cafeteria plan, and a few offer long-term medical.

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers seek word processing, some seek spreadsheet, and a few want desktop publishing skills. The most mentioned programs were MS Word, Word Perfect, Sumation, MS PowerPoint, and in-house programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Computers and Internet research.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Most employers do not promote to higher-level positions; some do promote.

POSITIONS PROMOTED TO: A few promote to senior positions.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include management or leadership skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 85% of this workforce, and 6% of the employers are union or subject to collective bargaining.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?		11%			
Physical exam required?		6%			
DMV printout required?		0%			
Background check required?		11%			

PARALEGALS AND LEGAL ASSISTANTS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 20.2% annually. Employers hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 15%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Small

7-year growth from 1999 to 2006:

Occupational Growth: +107 employees

Growth Rate: Much faster than average

WHERE THE JOBS ARE

Legal Services

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	56%
Newspaper Advertisements	72%
Private Employment Agencies	17%
EDD	0%
School Program Referrals	17%
Union Hall Referrals	0%
Walk-in Applicants	22%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

Other: Workforce Connection

EMPLOYMENT REQUIREMENTS

TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	61%	
Not Required	28%	
Preferred	11%	
The average experience required for employment is 31 months.		
Is Technical/Vocational Training Required for Employment?		
YES 50%	NO 50%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?

Experience: 54% of employers accept **experience in other occupations**. (Employers named an average of 30 months legal, workers comp., or claims examiner experience.)

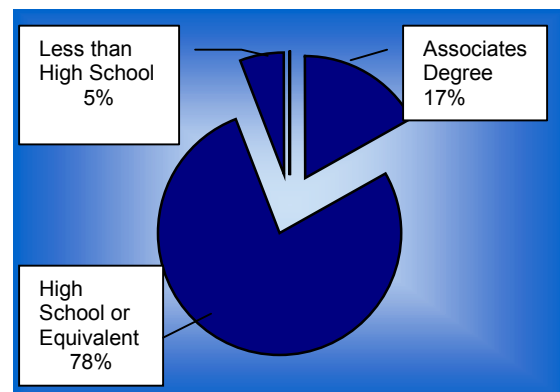
Training: 38% of employers will accept **training** as a substitute for experience. (Employers named an average of 22 months training to be substituted for work experience.)

How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?

Employers noted an average of 23 months training for certification.

SKILLS AND REQUIREMENTS: Employers in Fresno County usually require experience or formal training. Some employers may prefer to train paralegals on-the-job. Private law firms will continue to be the largest employers of paralegals, but a growing array of other organizations, such as corporate legal departments, insurance companies, real estate, title insurance firms, and banks will also continue to hire paralegals. Although most paralegals work year round, some are temporarily employed during busy times of the year, and then released when the workload diminishes. (Source: OOH)

EDUCATION Required for Employment



PERSONAL AND HOME CARE AIDES

Assist elderly or disabled adults with daily living activities at the person's home or in a daytime non-residential facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide meals and supervised activities at non-residential care facilities. May advise families, the elderly, and disabled on such things as nutrition, cleanliness, and household utilities.

SOC# 39-9021

15 Employers Representing 284 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$7.25	\$7.00
New, Experienced	\$6.75-\$10.00	\$7.50
3 Years With Firm	\$6.90-\$12.00	\$10.00

Some employers add additional income through bonuses.

HOURS WORKED

Full-time	38-40 hr/wk	Almost all
Part-time	6-28 hr/wk	Many
Temporary	16 hr/wk	Few
Seasonal	N/A	None

Almost all employers offer a swing shift; many offer a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	13%	17%	0%	0%	13%
Dental	42%	0%	8%	0%	8%	13%
Vision	8%	0%	17%	0%	8%	13%
Life	58%	0%	0%	0%	0%	0%
Sick Leave	50%	13%	0%	0%	0%	0%
Vacation	67%	0%	0%	0%	0%	0%
Retirement	0%	0%	33%	0%	25%	0%
Childcare	0%	0%	0%	0%	0%	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Many employers don't promote to higher-level positions; almost as many do promote.

POSITIONS PROMOTED TO: Some promote to supervisory positions.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include continual training, experience, and communication skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 80% of this workforce. None of the employers are union or subject to collective bargaining. Alternate job titles include care providers, home health aides, and direct care staff.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?		20%			
Physical exam required?					87%
DMV printout required?			33%		
Background check required?					87%

PERSONAL AND HOME CARE AIDES

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 51.9% annually. Employers hiring to fill openings from turnover accounted for almost all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was less than 1%.

Most employers indicated that this occupation would remain stable over the next two years; many believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Small

7-year growth from 1999 to 2006:

Occupational Growth: +70 employees

Growth Rate: Much faster than average

WHERE THE JOBS ARE

Residential Care

Home Health Care Services

Nursery and Personal Care Facilities

Health and Allied Services

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	67%
Newspaper Advertisements	53%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	40%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

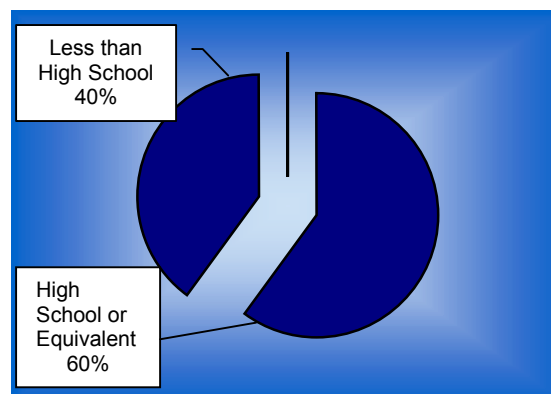
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	40%	
Not Required	47%	
Preferred	13%	
The average experience required for employment is 14 months.		
Is Technical/Vocational Training Required for Employment?		
YES 40%	NO 53%	PREFERRED 7%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 25% of employers accept experience in other occupations . (Employers named an average of 12 months experience as a care provider.)
Training: 50% of employers will accept training as a substitute for experience. (Employers named an average of 12 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 3 months training for certification in adult care.

SKILLS AND REQUIREMENTS: Formal training is not usually required for personal and home care aides. On-the-job training is usually provided. Education for entry-level jobs is generally minimal, and earnings are generally low. Because home care aides work in the homes of the sick and elderly, prerequisites for employment often include a background check and a physical exam with a health screening. A tuberculosis test may be required. High turnover is the reason for most employment hiring in Fresno County. Recently, over 10,000 home care workers joined the Services Employees International Union, and it is believed that wages and benefits should improve. (Source: OOH)

EDUCATION Required for Employment



PHARMACY AIDES

Record drugs delivered to the pharmacy, store incoming merchandise, and inform the supervisor of stock needs. May operate a cash register and accept prescriptions for filling.

SOC# 31-9095

16 Employers Representing 49 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$8.50	\$6.90
New, Experienced	\$6.75-\$8.75	\$7.00
3 Years With Firm	\$7.40-\$10.50	\$8.75

Some employers add additional income through bonuses.

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	14-23 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

A few employers offer a swing shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	73%	0%	20%	20%	0%	0%
Dental	33%	0%	7%	10%	13%	0%
Vision	40%	0%	13%	20%	7%	0%
Life	73%	20%	0%	0%	7%	0%
Sick Leave	60%	20%	0%	0%	0%	0%
Vacation	87%	30%	0%	0%	0%	0%
Retirement	13%	10%	33%	0%	20%	0%
Childcare	7%	0%	0%	0%	0%	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers seek spreadsheet, word processing, and database skills. The most mentioned programs were MS Excel and in-house programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Some mentioned computer skills.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Many employers promote to higher-level positions; an equal number do not promote.

POSITIONS PROMOTED TO: Many promote to pharmacy technician.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include knowledge of the occupation, certification, data entry skills, and willingness to learn.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 86% of this workforce. None of the employers are union or subject to collective bargaining. Alternate job titles include pharmacy clerks and technicians.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?		19%			
Physical exam required?		13%			
DMV printout required?		19%			
Background check required?		25%			

PHARMACY AIDES

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 15.6% annually. Employers hiring to fill openings from turnover accounted for just over five-eighths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 9%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Not Difficult
Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Small

7-year growth from 1999 to 2006:

Occupational Growth: +35 employees

Growth Rate: Faster than average

WHERE THE JOBS ARE

Drug Stores and Proprietary Stores
Hospitals
Offices and Clinics of Medical Doctors

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	69%
Newspaper Advertisements	56%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	56%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

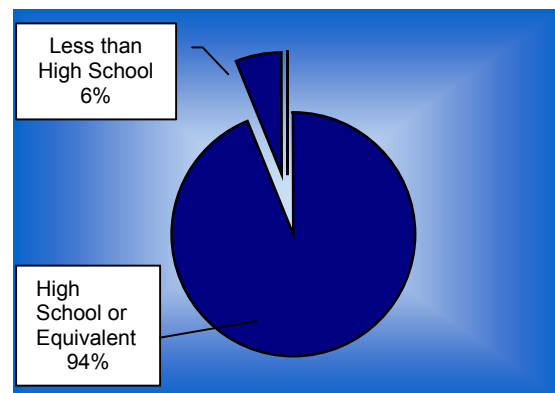
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	25%	
Not Required	63%	
Preferred	13%	
The average experience required for employment is 16 months.		
Is Technical/Vocational Training Required for Employment?		
YES 13%	NO 88%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 33% of employers accept experience in other occupations . (Employers named an average of 18 months experience in retail counter clerk employment.)
Training: 33% of employers will accept training as a substitute for experience. (Employers named an average of 9 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 15 months training.

SKILLS AND REQUIREMENTS: Employers favor those with at least a high school diploma. Prospective pharmacy aides with experience working as a cashier may have an advantage. Employers also prefer applicants with strong customer service and communication skills, and experience managing inventories and using a computer. Aides entering the field need strong spelling, reading, and mathematics skills. Pharmacy aides almost always are trained on-the-job, and work the same hours as pharmacists. Because some hospital and retail pharmacies are open 24 hours a day, aides may work varying shifts. (Source: OOH)

EDUCATION Required for Employment



POLICE AND SHERIFF'S PATROL OFFICERS

Maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district. Perform a combination of the following duties: patrol a specific area on foot or in a vehicle, direct traffic, issue traffic summonses, investigate accidents, apprehend and arrest suspects, or serve legal processes of courts.

SOC# 33-3051

13 Employers Representing 1,426 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$9.45-\$21.86	\$16.46
New, Experienced	\$9.45-\$25.31	\$16.92
3 Years With Firm	\$12.00-\$27.62	\$18.56

All wages are union or collective bargaining

HOURS WORKED

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

All employers offer day, swing, and graveyard shifts.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	92%	0%	8%	0%	0%	0%
Dental	92%	0%	8%	0%	0%	0%
Vision	85%	0%	8%	0%	0%	0%
Life	92%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	92%	0%	8%	0%	0%	0%
Childcare	0%	0%	0%	0%	8%	0%

Some employers offer education reimbursements; a few offer gym membership and/or uniform allowance.

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers desired word processing skills. The most frequently mentioned program was MS Word.

≡ **EMERGING TECHNOLOGY AND NEW SKILLS:** A few mentioned computer skills.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: All employers promote to higher-level positions.

POSITIONS PROMOTED TO: Most promote to sergeant or lieutenant.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include continuing education, training and experience, reliability, communication skills, and dedication.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 12% of this workforce. All of the employers are union or subject to collective bargaining.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					77%
Physical exam required?					100%
DMV printout required?					100%
Background check required?					100%

POLICE AND SHERIFF'S PATROL OFFICERS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 7.3% annually. Employers hiring to fill openings from turnover accounted for just over one-half of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 7%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants:	Moderately Difficult
Inexperienced Applicants:	Moderately Difficult

EDD PROJECTIONS

2003 Size: Large

7-year growth from 1999 to 2006:

Occupational Growth: +229 employees

Growth Rate: Much faster than average

WHERE THE JOBS ARE

Local Government

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	23%
Newspaper Advertisements	69%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	31%
Union Hall Referrals	0%
Walk-in Applicants	23%
Trade Journals	0%
Internet	15%
Colleges/Universities	8%

Other: Law enforcement journals

EMPLOYMENT REQUIREMENTS

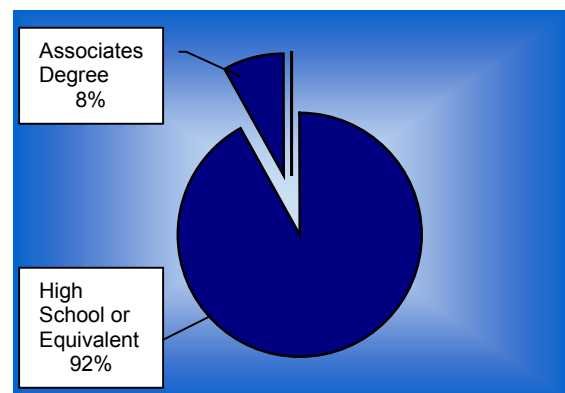
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	8%	
Not Required	92%	
Preferred	0%	
The average experience required for employment is 6 months.		
Is Technical/Vocational Training Required for Employment?		
NO 0%	YES 100%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
<u>Experience:</u> 0% of employers accept experience in other occupations .
<u>Training:</u> 0% of employers will accept training as a substitute for experience.
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 7 months academy training.

SKILLS AND REQUIREMENTS: Employers usually require a certificate of completion from, or proof of attendance at, a P.O.S.T.-approved Basic Academy. Job applicants must possess a valid California Driver's license, be a U.S. citizen (or a permanent resident alien who is eligible and has applied for citizenship), and be at least 21 years of age at the time of appointment. Background investigations usually include employment and credit histories, arrest/criminal records, drug/alcohol use, and personal conduct. The examination process may include a medical examination, including laboratory testing, drug screening, and/or psychological examination. Prospective applicants should also be prepared for an extensive oral examination, polygraph testing, and fingerprinting.

EDUCATION Required for Employment



SECRETARIES, EXCEPT LEGAL, MEDICAL, AND EXECUTIVE

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

SOC# 43-6014

15 Employers Representing 120 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$9.00	\$8.00
New, Experienced	\$6.75-\$12.32	\$9.00
3 Years With Firm	\$7.00-\$13.14	\$12.00

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	20-24 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	N/A	None

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	8%	0%	85%	0%	8%	0%
Dental	31%	0%	54%	0%	15%	0%
Vision	15%	0%	38%	0%	15%	0%
Life	77%	0%	0%	0%	8%	0%
Sick Leave	77%	0%	0%	0%	8%	0%
Vacation	92%	0%	8%	0%	0%	0%
Retirement	38%	0%	46%	0%	8%	0%
Childcare	0%	0%	0%	0%	15%	0%

A few employers offer flex-spending plans.

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers desired word processing and spreadsheet skills; a few wanted database and desktop publishing skills. The most mentioned programs were MS Office Suite, Outlook, Excel, Word, and WordPerfect.

≡ **EMERGING TECHNOLOGY AND NEW SKILLS:** A few mentioned updated computer skills.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Many employers promote to higher-level positions; almost as many do not promote.

POSITIONS PROMOTED TO: Some promote to management, supervisory, or assistant positions.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include computer, organizational, and communication skills, and self-direction.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 90% of this workforce. None of the employers are union or subject to collective bargaining. An alternate job title is administrative assistant.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?			40%		
Physical exam required?		13%			
DMV printout required?			33%		
Background check required?			33%		

SECRETARIES, EXCEPT LEGAL, MEDICAL, AND EXECUTIVE

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 4.2% annually. Employers hiring to fill openings from turnover accounted for less than one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 2%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +177 employees

Growth Rate: Slower than average

WHERE THE JOBS ARE

Elementary and Secondary Schools

Real Estate Agents and Managers

Insurance Agents, Brokers, and Services

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	53%
Newspaper Advertisements	80%
Private Employment Agencies	20%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	27%
Colleges/Universities	7%

Other: Workforce Connection

EMPLOYMENT REQUIREMENTS

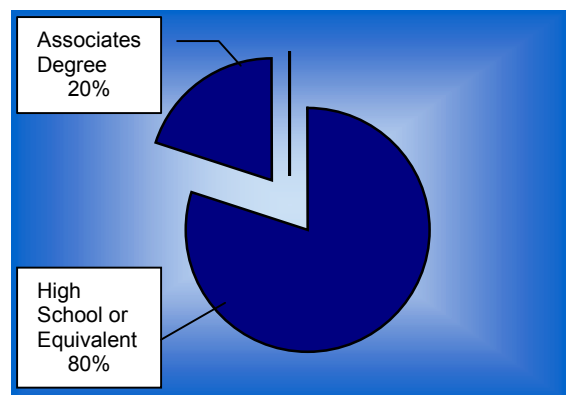
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	73%	
Not Required	13%	
Preferred	13%	
The average experience required for employment is 23 months.		
Is Technical/Vocational Training Required for Employment?		
YES 27%	NO 73%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 69% of employers accept experience in other occupations . (Employers named an average of 21 months experience in office or clerical employment.)
Training: 62% of employers will accept training as a substitute for experience. (Employers named an average of 23 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 13 months training.

SKILLS AND REQUIREMENTS: High school graduates who have basic office skills may qualify for entry-level secretarial positions. Secretaries and administrative assistants should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Because secretaries and administrative assistants must be tactful in their dealings with people, employers also look for good interpersonal skills. As office automation continues to evolve, retraining and continuing education will remain an integral part of secretarial jobs.

EDUCATION Required for Employment



SHEET METAL WORKERS

Fabricate, assemble, install, and repair sheet metal products and equipment, such as ducts, control boxes, drainpipes, and furnace casings. Work may involve any of the following: setting up and operating fabricating machines to cut, bend, and straighten sheet metal; shaping metal over anvils, blocks, or forms using hammer operating soldering and welding equipment to join sheet metal parts; inspecting, assembling, and smoothing seams and joints of burred surfaces.

SOC# 47-2211

16 Employers Representing 275 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$7.00-\$9.59	\$7.75
Union	\$6.75-\$11.25	\$9.20
New, Experienced	\$8.00-\$15.00	\$9.50
Union	\$8.00-\$29.00	\$12.70
3 Years With Firm	\$10.00-\$22.00	\$12.50
Union	\$9.00-\$29.00	\$19.45

A few employers add additional income through bonuses.

HOURS WORKED

Full-time	40-70 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers offer a swing shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	63%	0%	25%	0%	6%	0%
Dental	44%	0%	13%	0%	13%	0%
Vision	31%	0%	19%	0%	19%	0%
Life	31%	0%	13%	0%	0%	0%
Sick Leave	19%	0%	0%	0%	6%	0%
Vacation	75%	0%	0%	0%	6%	0%
Retirement	38%	0%	31%	0%	13%	0%
Childcare	0%	0%	0%	0%	0%	0%

OTHER INFORMATION

- ≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers desired word processing and spreadsheet skills. The most frequently mentioned programs were in-house programs.
- ≡ **EMERGING TECHNOLOGY AND NEW SKILLS:** None mentioned by employers.
- ≡ **PROMOTIONAL OPPORTUNITIES:**
 - POSSIBILITY OF PROMOTION:** Most employers promote to higher-level positions; some do not promote.
 - POSITIONS PROMOTED TO:** Many promote to supervisory or management positions.
 - SKILLS NEEDED FOR PROMOTION:** Promotional needs named include management ability, communication, work ethic, and long-term experience.
- ≡ **OTHER RELEVANT INFORMATION:** Female employees make up 1% of this workforce, and 38% of the employers are union or subject to collective bargaining. An alternate job title is fabricator.
- ≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					75%
Physical exam required?	13%				
DMV printout required?					63%
Background check required?	25%				

SHEET METAL WORKERS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 1.9% annually. Employers hiring to fill openings from turnover accounted for over one-eighth of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 6%.

Many employers indicated that this occupation would grow over the next two years; some believed it would remain stable, and a few believed it will decline.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Medium

7-year growth from 1999 to 2006:

Occupational Growth: +69 employees

Growth Rate: Average

WHERE THE JOBS ARE

Plumbing, Heating, Air Conditioning
Fabricated Structural Metal Products
Refrigerator and Service Machinery

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	56%
Newspaper Advertisements	31%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	31%
Walk-in Applicants	38%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

EMPLOYMENT REQUIREMENTS

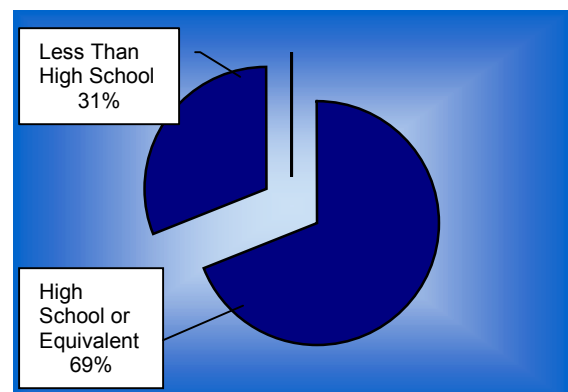
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	50%	
Not Required	44%	
Preferred	6%	
The average experience required for employment is 34 months.		
Is Technical/Vocational Training Required for Employment?		
YES 0%	NO 100%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 22% of employers accept experience in other occupations . (Employers named an average of 21 months experience in fabrication or construction.)
Training: 11% of employers will accept training as a substitute for experience. (Employers named an average of 12 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
N/A

SKILLS AND REQUIREMENTS: Fresno County employers did not require education beyond high school, but many expect 2 to 4 years of previous experience. Vocational training prior to employment is not required, but extensive on-the-job training is required. An apprenticeship program is generally considered to be the best way to learn the trade. The apprenticeship program could consist of 4 or 5 years of on-the-job training and a minimum of 144 hours per year of classroom instruction. Some persons can pick up the trade informally, if an employer hires inexperienced workers as helpers to assist experienced sheet metal workers. (Source: OOH)

EDUCATION Required for Employment



SUBSTANCE ABUSE AND BEHAVIORAL DISORDER COUNSELORS

Counsel and advise individuals with alcohol, tobacco, drug, or other problems such as gambling and eating disorders. May counsel individuals, families, or groups, or engage in prevention programs.

SOC# 21-1011

15 Employers Representing 135 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$8.50-\$13.81	\$13.81
New, Experienced	\$8.00-\$15.34	\$10.86
3 Years With Firm	\$10.50-\$16.78	\$14.00

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

HOURS WORKED

Full-time	40 hr/wk	All
Part-time	20-30 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers offer day shift employment, many offer swing, and a few offer a graveyard shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	11%	20%	11%	0%	0%
Dental	67%	11%	7%	0%	0%	0%
Vision	60%	11%	13%	0%	0%	0%
Life	53%	11%	7%	0%	0%	0%
Sick Leave	93%	22%	0%	0%	0%	0%
Vacation	93%	22%	0%	0%	0%	0%
Retirement	40%	0%	20%	11%	0%	0%
Childcare	0%	0%	0%	0%	13%	0%

A few employers offer a cafeteria plan, supplemental insurance, or educational assistance.

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers desired word processing skills; some mentioned spreadsheet and desktop publishing. The most frequently mentioned programs were MS Word, Excel, PowerPoint, and Outlook.

≡ **EMERGING TECHNOLOGY AND NEW SKILLS:** A few mentioned computer skills.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Most employers promote to higher-level positions; some do not promote.

POSITIONS PROMOTED TO: Most promote to program manager, clinical supervisor, counselor, or coordinator.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include leadership skills, continuing education, and experience.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 63% of this workforce, and 13% of the employers are union or subject to collective bargaining. Information on training for this occupation may be found in the Training Directory section at the end of these occupational studies.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?			47%		
Physical exam required?				73%	
DMV printout required?			60%		
Background check required?				73%	

SUBSTANCE ABUSE AND BEHAVIORAL DISORDER COUNSELORS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 24.2% annually. Employers hiring to fill openings from turnover accounted for less than two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 13%.

Almost all employers indicated that this occupation would grow over the next two years; a few believed it would remain stable.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Very Difficult

EDD PROJECTIONS

2003 Size: N/A

7-year growth from 1999 to 2006:

Occupational Growth: N/A

Growth Rate: N/A

WHERE THE JOBS ARE

Health and Allied Services
Residential Care
Offices and Clinics of Medical Doctors
Hospitals
Individual and Family Services

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	60%
Newspaper Advertisements	80%
Private Employment Agencies	0%
EDD	20%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

Other: Journals

EMPLOYMENT REQUIREMENTS

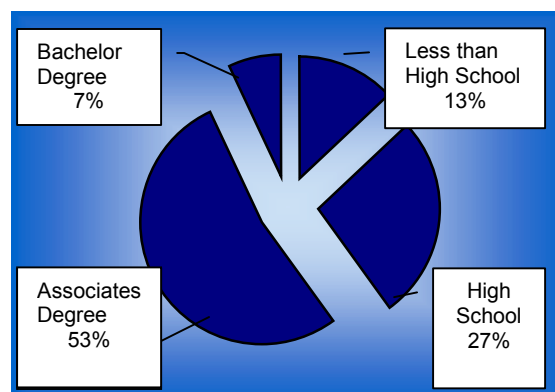
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	80%	
Not Required	7%	
Preferred	13%	
The average experience required for employment is 21 months.		
Is Technical/Vocational Training Required for Employment?		
YES 73%	NO 20%	PREFERRED 7%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 21% of employers accept experience in other occupations . (Employers named an average of 24 months experience in counseling.)
Training: 29% of employers will accept training as a substitute for experience. (Employers named an average of 15 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 22 months training for certification.

SKILLS AND REQUIREMENTS: This study only surveyed certified drug and rehab. counselors. Internship to become a Certified Addictions Treatment Specialist includes: (1) a completed application signed by the applicant's immediate supervisor; (2) proof of at least six (6) months continuous employment or supervised volunteer work in any public, private, in/outpatient, residential or non-residential facility, and licensed and certified by the State Department of Alcohol and Drug Programs; (3) proof of registration, and proof of ongoing participation in at least one semester course of Alcohol/Drug Studies in a CAADE accredited program.

EDUCATION Required for Employment



TELEMARKETERS

Solicit orders for goods or services over the telephone.

SOC# 41-9041

5 Employers Representing 28 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$7.50	\$7.13
New, Experienced	\$6.75-\$8.00	\$6.75
3 Years With Firm	\$6.75-\$8.00	\$6.75

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

⇒ All employers add additional income through commissions.

HOURS WORKED

Full-time	40 hr/wk	Most
Part-time	20 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

Most employers offer day shifts; many offer swing shifts.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	0%	0%	50%	0%	0%
Dental	33%	0%	0%	0%	33%	0%
Vision	33%	0%	0%	0%	33%	0%
Life	67%	0%	0%	0%	33%	0%
Sick Leave	67%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	33%	0%	67%	0%	0%	0%
Childcare	0%	0%	0%	0%	67%	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers desired word processing skills; some wanted spreadsheet and/or database skills.

≡ **EMERGING TECHNOLOGY AND NEW SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Most employers do not promote to higher-level positions; many do promote.

POSITIONS PROMOTED TO: None mentioned by employers.

SKILLS NEEDED FOR PROMOTION: None mentioned by employers.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 64% of this workforce. None of the employers are union or subject to collective bargaining.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?				60%	
Physical exam required?		20%			
DMV printout required?		20%			
Background check required?			40%		

TELEMARKETERS

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 22.2% annually. Employers hiring to fill openings from turnover accounted for less than three-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 56%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow, and an equal number believed it would decline.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Small

7-year growth from 1999 to 2006:

Occupational Growth: +29 employees

Growth Rate: Average

WHERE THE JOBS ARE

Newspapers
Miscellaneous Business Services
Retail Stores

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	40%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

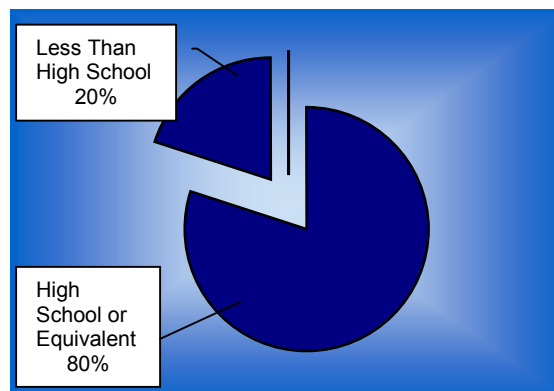
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	60%	
Not Required	20%	
Preferred	20%	
The average experience required for employment is 14 months.		
Is Technical/Vocational Training Required for Employment?		
YES	NO	PREFERRED
0%	100%	0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 75% of employers accept experience in other occupations . (Employers named an average of 10 months in retail sales and service.)
Training: No employers will accept training as a substitute for experience.
How Many Months of Vocational Training do Employers Require? What Kind of training do employers require?
N/A

SKILLS AND REQUIREMENTS: Base wages are close to minimum wage in this occupation. However, a significant amount of income can come from commissions. The most common method of training is short-term on-the-job training. Because telemarketers often work with an employer computer database to find clients, write orders, or enter information into a computer, telemarketers should have general computer skills. Employers highly desire to employ workers with previous telemarketing experience. None of the employers interviewed mentioned experience in other occupations or vocational training as important for employment.

EDUCATION Required for Employment



TRUCK DRIVERS, HEAVY AND TRACTOR-TRAILER

Drive a tractor-trailer combination or a truck with a capacity of at least 26,000 GVW, to transport and deliver goods, livestock, or materials in liquid, loose, or packaged form. May be required to unload truck. May require use of automated routing equipment. Requires commercial driver's license.

SOC# 53-3032

15 Employers Representing 423 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$8.57-\$15.00	\$11.79
Union	\$14.00-\$24.50	\$19.25
New, Experienced	\$6.75-\$14.38	\$12.50
Union	\$10.00-\$24.50	\$14.00
3 Years With Firm	\$6.75-\$18.75	\$14.50
Union	\$15.10-\$26.05	\$19.00

Wages may not always appear to increase with experience. Some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

HOURS WORKED

Full-time	40-70 hr/wk	All
Part-time	8-20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers offer a day shift, most employers offer a graveyard shift, and many employers offer a swing shift.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	80%	0%	7%	0%	7%	0%
Dental	67%	0%	7%	0%	0%	0%
Vision	67%	0%	7%	0%	0%	0%
Life	73%	0%	0%	0%	0%	0%
Sick Leave	60%	0%	0%	0%	0%	0%
Vacation	93%	50%	0%	0%	0%	0%
Retirement	40%	0%	33%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.

≡ **EMERGING TECHNOLOGY AND NEW SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:**

POSSIBILITY OF PROMOTION: Most employers do not promote to higher-level positions; some do promote.

POSITIONS PROMOTED TO: A few promote to dispatchers and warehouse supervisors.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include communication and experience.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 9% of this workforce, and 33% of the employers are union or subject to collective bargaining.

≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					93%
Physical exam required?				60%	
DMV printout required?					93%
Background check required?					80%

TRUCK DRIVERS, HEAVY AND TRACTOR-TRAILER

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 14.9% annually. Employers hiring to fill openings from turnover accounted for just over one-third of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 10%.

Most employers indicated that this occupation would remain stable over the next two years; some believed it would grow.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Very Difficult
Inexperienced Applicants: Not Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +772 employees

Growth Rate: Much faster than average

WHERE THE JOBS ARE

Trucking and Courier Services
Lumber and Construction Materials
Groceries and Related Products
Concrete, Gypsum, and Plaster Products

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	47%
Newspaper Advertisements	80%
Private Employment Agencies	0%
EDD	20%
School Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	47%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

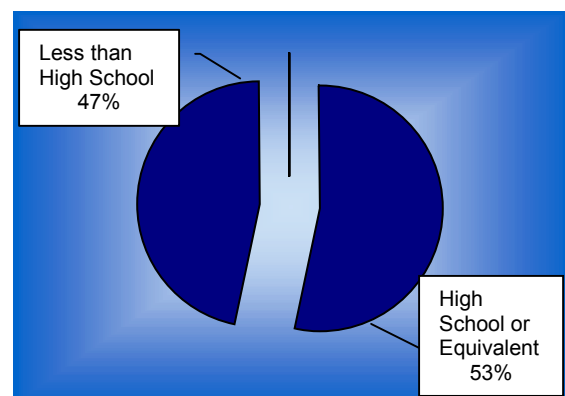
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation?		
Required	67%	
Not Required	27%	
Preferred	7%	
The average experience required for employment is 30 months.		
Is Technical/Vocational Training Required for Employment?		
YES 33%	NO 67%	PREFERRED 0%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 9% of employers accept experience in other occupations. (Employers named an average of 24 months.)
Training: 27% of employers will accept training as a substitute for experience. (Employers named an average of 5 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers noted an average of 5 months training for a class A driver's license.

SKILLS AND REQUIREMENTS: State and federal regulations govern the qualifications and standards for truck drivers. Applicants must demonstrate they can operate a commercial truck safely. In California, a class A driver is not allowed to drive on the interstate until the age of 21. Regulations require that drivers must pass a physical examination once every two years. The main physical requirements include good hearing, 20/40 vision (with or without glasses or corrective lenses), and a 70-degree field of vision in each eye. Drivers cannot be colorblind. Drivers must have normal use of arms and legs, and have normal blood pressure. Drivers cannot use any controlled substances. A driver taking a prescription drug that contains a chemical that is on the prohibited list still cannot drive, even if prescribed. (Source: OOH)

EDUCATION Required for Employment



TRUCK DRIVERS, LIGHT OR DELIVERY SERVICES

Drive a truck or van with a capacity of less than 26,000 GVW, primarily to deliver or pick up merchandise, or to deliver packages within a specified area. May require use of automatic routing or location software. May load and unload truck.

SOC# 53-3033

15 Employers Representing 105 Employees in Fresno County

WAGES AND BENEFITS

HOURLY WAGES

	Range	Median
New, No Experience	\$6.75-\$8.00	\$7.50
New, Experienced	\$6.75-\$13.25	\$8.45
3 Years With Firm	\$7.75-\$15.00	\$10.15

Some employers add additional income through bonuses, commissions, or other incentives.

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	20-24 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

All employers offer day shifts; a few offer swing shifts.

BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	57%	0%	29%	0%	7%	0%
Dental	57%	0%	21%	0%	0%	0%
Vision	43%	0%	21%	0%	7%	0%
Life	71%	0%	7%	0%	0%	0%
Sick Leave	71%	0%	0%	0%	0%	0%
Vacation	79%	0%	0%	0%	0%	0%
Retirement	7%	0%	57%	0%	14%	0%
Child Care	0%	0%	7%	0%	7%	0%

A few employers offer a cafeteria plan or flex spending.

OTHER INFORMATION

- ≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers desired database skills. Employers most frequently mentioned in-house programs.
- ≡ **EMERGING TECHNOLOGY AND NEW SKILLS:** A few employers mentioned computer skills and computer inventory.
- ≡ **PROMOTIONAL OPPORTUNITIES:**
 - POSSIBILITY OF PROMOTION: Most employers promote to higher-level positions; some do not promote.
 - POSITIONS PROMOTED TO: Many promote to management and supervisory positions, a few promote to dispatcher or counter positions.
 - SKILLS NEEDED FOR PROMOTION: Promotional needs named include reliability, a self-motivated independent attitude, experience, and knowledge of the product.
- ≡ **OTHER RELEVANT INFORMATION:** Female employees make up 10% of this workforce, and 7% of the employers are union or subject to collective bargaining. An alternate job title is delivery driver.
- ≡ **EMPLOYER IDENTIFIED PREREQUISITES FOR EMPLOYMENT:**

PRE-SCREENING METHODS USED	20%	40%	60%	80%	100%
Drug testing required?					87%
Physical exam required?				67%	
DMV printout required?					100%
Background check required?				53%	

TRUCK DRIVERS, LIGHT OR DELIVERY SERVICES

EMPLOYMENT TRENDS

EMPLOYER RESPONSES

TURNOVER: 23.8% annually. Employers hiring to fill openings from turnover accounted for just under five-sixths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 4%.

Many employers indicated that this occupation would remain stable over the next two years; not as many believed it would grow. A few employers expect this occupation to decline.

EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Applicants?

Experienced Applicants: Moderately Difficult

Inexperienced Applicants: Moderately Difficult

EDD PROJECTIONS

2003 Size: Very large

7-year growth from 1999 to 2006:

Occupational Growth: +1,375 employees

Growth Rate: Much faster than average

WHERE THE JOBS ARE

Trucking and Courier Services, Except Air
Personnel Supply Services
Eating and Drinking Places
Groceries and Related Products

RECRUITMENT

Methods of Recruitment Used by Employers	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	67%
Newspaper Advertisements	53%
Private Employment Agencies	20%
EDD	13%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	40%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

EMPLOYMENT REQUIREMENTS

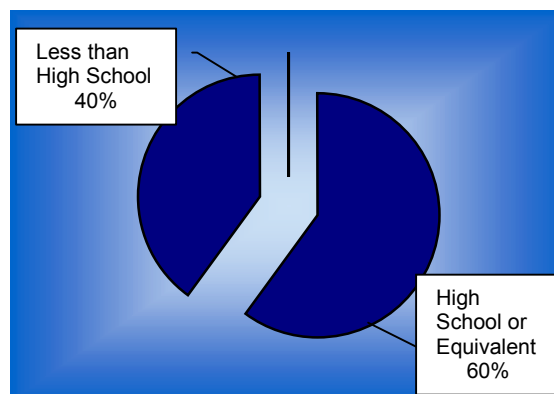
TRAINING AND EXPERIENCE

Is Prior Experience Required for Employment in This Occupation'		
Required		47%
Not Required		33%
Preferred		20%
The average experience required for employment is 18 months.		
Is Technical/Vocational Training Required for Employment?		
YES 27%	NO 67%	PREFERRED 7%

Do Employers Accept Other Kinds of Experience or Pre-employment Training in Place of Experience?
Experience: 10% of employers accept experience in other occupations . (Employers named an average of 12 months experience.)
Training: 10% of employers will accept training as a substitute for experience. (Employers named an average of 6 months training to be substituted for work experience.)
How Many Months of Vocational Training do Employers Require? What Kind of Training do Employers Require?
Employers require an average of 9 months training, leading to possession of a class B license.

SKILLS AND REQUIREMENTS: Applicants must pass a written test on rules and regulations, and then demonstrate they can operate a truck safely. Drivers who handle food for chain grocery stores, produce markets, or bakeries typically work longer hours, either late at night or early in the morning. Local truck drivers may load and unload their own truck. This requires considerable lifting, carrying, and walking. Because drivers often deal directly with companies' customers, they must get along well with people. For jobs as driver-sales workers, employers emphasize the ability to speak well, a neat appearance, self-confidence, initiative, and tact. Employers also look for responsible self-motivated individuals able to work with little supervision. (Source: OOH)

EDUCATION Required for Employment



SECTION 3

Training Directory

Introduction

This training directory is a complement to the 2003 Occupational Outlook Report. As such, it only covers schools or other organizations providing training in the occupations covered in this report (the occupations surveyed in 2003).

Disclaimer: The Employment Development Department (EDD) does not endorse the schools and training providers listed in this report. Please note that training programs may change frequently, and we recommend contacting the schools to verify the information listed in the profile.

Eligible Training Providers (ETPs) operating in Fresno County provide training in locally defined demand occupations. It is required that all training programs be accredited by a state accrediting organization or a registered union apprenticeship program, and that training programs meet the locally defined requirements for certificate of completion/skill attainment and/or state certification or licensing.

The material for this section came from several sources. The following Uniform Resource Locators (URLs) are available online for additional information:

www.soicc.ca.gov/ctep: California Training & Education Providers

www.cactis.ca.gov: California Career & Training Information System

www.usworks.com/centralvalley: USWorks

<http://etpl.edd.ca.gov/wiaetplind.htm>: State of California Eligible Training Provider List

Educational programs change from year to year and from semester to semester. Also, some schools offer programs such as high school courses or transfer programs linked as credit for other schools. Therefore, it is important for the user of this section to contact the school directly in order to verify the training program being offered for the current semester. Phone, fax, Internet, and e-mail information is provided in **Part 2** (p. 72) of the Training Directory to aid you in your research.

Part One:

2003 Occupations Index/Sources of Training

Adult Literacy, Remedial Education, and GED Teachers and Instructors

California State University, Fresno
Central Adult School
Clovis Adult Education
Fresno City College
Reedley College

Architectural and Civil Drafters

California State University, Fresno
Clovis Adult Education
Fresno City College
Fresno Regional Occupational Program

Bill and Account Collectors

Fresno City College
Fresno Pacific University
Institute of Technology - Clovis
MTMA Schools, Inc.
National University
The Job Skills Center
Valley Vocational College

Cashiers

Fresno City College
Fresno Pacific University
Fresno Regional Occupational Program
Goodwill Industries of San Joaquin Valley, Inc.
Institute of Technology - Clovis
The Job Skills Center
Valley Vocational College

Computer and Information Systems Managers

Business Productivity Group, Inc.
California State University, Fresno
Clovis Center
Fresno City College
Fresno State Extended Education – Division
of Continuing & Global Ed.
Heald College - Fresno
Institute of Technology - Clovis
Microcomputer Education Center (MCed)
National Training Institute, Inc.
National University
New Horizons Computer Learning Centers
Reedley College
San Joaquin Valley College
University of Phoenix
West Hills Community College

Computer Software Engineers, Applications

Business Productivity Group, Inc.
California State University, Fresno
Clovis Center
Fresno Regional Occupational Program
Institute of Technology - Clovis
National Training Institute, Inc.
National University
New Horizons Computer Learning Centers
Reedley College
University of Phoenix
West Hills Community College

Customer Service Representatives

Clovis Adult Education
Fresno City College
Heald College - Fresno
Institute of Technology - Clovis
Microcomputer Education Center (MCed)
MTMA Schools, Inc.
National Training Institute, Inc.
National University
San Joaquin Valley College
Sanger Adult School
University of Phoenix
Valley Vocational College
West Hills Community College

Electricians

Construction Craft Training Center
Electrical Joint Apprenticeship
& Training Committee (JATC)
Fresno City College
National Training Institute, Inc.
Valley Vocational College

Gaming Cage Workers

Goodwill Industries of San Joaquin Valley, Inc.
Quality College of Vocational Careers
Valley Vocational College

Laborers and Freight, Stock, and Material Movers, Hand

Central Adult School
Fresno City College
Fresno City College Career
and Technology Center

Machinists

Fresno City College

Maintenance and Repair Workers, General

California School of Technology
 Clovis Adult Education
 Fresno City College
 Quality College of Transportation Careers
 Valley Vocational College

Nursing Aides, Orderlies, and Attendants

Beverly Training Center
 Central Adult School
 Clovis Adult Education
 Fresno Adult School
 Fresno City College
 Fresno Regional Occupational Program
 Heald College - Fresno
 San Joaquin Valley College
 Valley Regional Occupational Program
 Valley Software Educational Center
 Valley Vocational College
 West Hills Community College

Office Clerks, General

California School of Technology
 Central Adult School
 Clovis Adult Education
 Clovis Center
 Computer Training Institute
 of Central California
 Custom Training Solutions
 Fresno Adult School
 Fresno City College
 Fresno Regional Occupational Program
 Goodwill Industries of San Joaquin Valley
 Heald College - Fresno
 Institute of Technology – Clovis
 Microcomputer Education Center (MCed)
 MTMA Schools, Inc.
 National Training Institute, Inc.
 National University
 New Horizons Computer Learning
 San Joaquin Valley College
 Sanger Adult School
 The Job Skills Center University of Phoenix
 Valley Software Educational Center
 Valley Vocational College
 West Hills Community College

Packaging and Filling Machine Operators and Tenders

N/A

Paralegals and Legal Assistants

Fresno City College
 Fresno Regional Occupational Program
 Oak Brook College of Law
 Police Science Institute
 San Joaquin College of Law

Personal and Home Care Aides

Central Adult School
 Clovis Adult Education
 EMA Childcare Mgmt. Services, Inc.
 Fresno Regional Occupational Program
 Galen College of Medical
 and Dental Assistants
 Valley Software Educational Center

Pharmacy Aides

Fresno City College - The Training Institute
 Quality College of Vocational Careers
 San Joaquin Valley College

Police and Sheriff's Patrol Officers

California State University, Fresno
 Fresno City College
 Police Science Institute
 West Hills Community College

Secretaries, Except Legal, Medical, and Executive

California School of Technology
 Central Adult School
 Clovis Adult Education
 Clovis Center
 Computer Training Institute
 of Central California
 Custom Training Solutions
 Fresno Adult School
 Fresno City College
 Goodwill Industries of San Joaquin Valley, Inc.
 Heald College - Fresno
 Institute of Technology - Clovis
 Microcomputer Education Center (MCed)
 MTMA Schools, Inc.
 National Training Institute, Inc.
 National University
 New Horizons Computer Learning Centers
 Sanger Adult School
 The Job Skills Center
 University of Phoenix
 Valley Software Educational Center
 Valley Vocational College
 West Hills Community College

Sheet Metal Workers

Fresno Vicinity Sheet Metal Industry
 Apprenticeship (JATC)
 Valley Vocational College

Substance Abuse and Behavioral Disorder Counselors

California State University, Fresno
 Fresno City College
 Fresno State Extended Education –
 Division of Continuing & Global Ed.
 Mennonite Brethren Biblical Seminary
 National University

Telemarketers

Clovis Adult Education
Fresno City College
Goodwill Industries of San Joaquin Valley, Inc.
National University
The Job Skills Center
University of Phoenix

Truck Drivers, Heavy and Tractor-Trailer

Bulldog Truck Driving School
Five Rivers Truck School
Major Express Truck School
Quality College of Transportation Careers
Southwest Technical College
Truck Driving Academy
Western Pacific Truck School

Truck Drivers, Light or Delivery Services

Bulldog Truck Driving School
Five Rivers Truck School
Major Express Truck School
Quality College of Transportation Careers
Truck Driving Academy

Part Two:

2003 Vocational Training Providers

A. D. Banker & Company

7101 College Blvd, #1600
Fresno, CA 93710
Phone: (800) 866-2468
Fax: (913) 451-3766
Web site: www.adbanker.com
E-mail: greg@mail.adbanker.com

Academy of Excellence – Hypnosis

725 Pollasky Ave. Suite #101
Clovis, CA 93612
Phone: (559) 960-0211
Fax: N/A
Web site: N/A
E-mail: N/A

Advanced Truck Driving School

2953 S. East Avenue
Fresno, CA 93722
Phone: (559) 441-4345
Fax: (559) 441-4348
Web site:
www.advancedtruckschool.com
E-mail: ATDS@MSN.com

Alliant International University

5130 E. Clinton Way
Fresno, CA 93727
Phone: (559) 456-2777
Fax: (559) 253-2267
Web site: www.alliant.edu
E-mail: gtimberlake@alliant.edu

Aurora's Vocational Training Institute

13034 E. Manning
Parlier, CA 93648-9616
Phone: (559) 646-7542
Fax: (559) 646-2336
Web site: N/A
E-mail: N/A

Auto Service Systems - Smog

3430 West Ashlan, #106
Fresno, CA 93722
Phone: (559) 227-7403
Fax: (559) 227-7403
Web site: N/A
E-mail: oakblossom@sti.net

Beverly Training Center

2984 North Maroa
Fresno, CA 93704
Phone: (559) 226-9401
Fax: (559) 226-4239
Web site: N/A
E-mail: N/A

Bulldog Truck Driving School

3175 Highland Ave.
Selma, CA 93662
Phone: (559) 891-8909
Fax: (559) 891-8999
Web site: N/A
E-mail: bulldogtds@hotmail.com

Business Productivity Group, Inc.

1477 E. Shaw #140
Fresno, CA
Phone: (559) 244-6300
Fax: (559) 244-6305
Web site: www.bpginc.com
E-mail: info@bpginc.com

California Christian College

4881 East University Avenue
Fresno, CA 93703
Phone: (559) 251-4215
Fax: (559) 251-4231
Web site: www.calchristiancollege.org
E-mail: cccregistr@aol.com

California School of Technology
P.O. Box 8539
Fresno, CA 93747
Phone: (559) 456-3902
Fax: (559) 456-4291
Web site: www.caschooloftech.net
E-mail: flnunez@caschooloftech.net

Central City Voc. Training School
3328 W. Sussex Way
Fresno, CA 93722
Phone: (559) 222-1995
Fax: (559) 222-1995
Web site: N/A
E-mail: N/A

California State University, Fresno
5150 North Maple JA59
Fresno, CA 93740-8026
Phone: (559) 278-2048
Fax: (559) 278-5760
Web site: www.csufresno.edu
E-mail: francisp@csufresno.edu

Central Valley Automotive & Machinist (JAC)
544 W. Olive Ave
Fresno, CA 93728
Phone: (559) 264-2815
Fax: (559) 264-3060
Web site: N/A
E-mail: harley@madnet.net

Carpenters' Training Committee for N. California (JATC)
1335 N. Hulbert Ave.
Fresno, CA 93728
Phone: (559) 266-0273
Fax: (559) 266-2103
Web site: N/A
E-mail: N/A

Central Valley Drywall/Lathers (JATC)
1335 N. Hulbert Ave
Fresno, CA 93728
Phone: (510) 785-5885
Fax: (510) 785-4434
Web site: www.drywall-lathing.com
E-mail: N/A

Central Adult School
2698 North Brawley
Fresno, CA 93722
Phone: (559) 276-5230
Fax: (559) 276-8204
Web site: N/A
E-mail: hollandcl@hotmail.com

Central Valley Painters (Decorators & Paperhangers) (JAC)
1987 N. Gateway, Suite #101
Fresno, CA 93727
Phone: (559) 255-2113
Fax: (559) 255-3806
Web site: N/A
E-mail: bbob294@aol.com

Central Calif. College School of Law
1759 Fulton Street
Fresno, CA 93721-1634
Phone: (559) 233-4074
FAX: (559) 495-1366
Web site: N/A
E-mail: N/A

Central Valley Roofers, Waterproofers, & Allied Workers (JATC)
4831 E. Shields, Room 27
Fresno, CA 93726
Phone: (559) 255-0933
Fax: (559) 255-0983
Web site: N/A
E-mail: N/A

Clovis Adult Education

1452 David E. Cook Way
Clovis, CA 93611
Phone: (559) 327-2800
Fax: (559) 327-2889
Web site: www.clovisadultschool.com
E-mail: johnballinger@cusd.com

Donald R. Reid & Associates

1925 W. Fedora Avenue
Fresno, CA 93705-3218
Phone: (559) 229-1570
Fax: (559) 224-8535
Web site: www.intlsalesinstitute.com
E-mail: donreid@intlsalesinstitute.com

Clovis Center

390 W. Fir Avenue
Clovis, CA 93611
Phone: (559) 323-4595
Fax: (559) 324-6490
Web site: www.scccd.com
E-mail: info@scccd.com

Electrical Joint Apprenticeship & Training Committee (JATC)

5420 E. Hedges
Fresno, CA 93727
Phone: (559) 251-5174
Fax: (559) 251-8402
Web site: <http://fresnojatc.org>
E-mail: N/A

Computer Training Institute of Central California

567 W. Shaw Ave, Suite A1
Fresno, CA 93704
Phone: (559) 229-2888
Fax: (559) 229-2886
Web site: N/A
E-mail: damaris@cticc.com

EMA Childcare Mgmt Services Inc.

2731 North Blackstone Avenue
Fresno, CA 93705
Phone: (559) 268-6362
Fax: (559) 227-7867
Web site: N/A
E-mail: emaservices@midndspring.com

Construction Craft Training Center

5650 E. Westover Ave.
Fresno, CA 93727-1319
Phone: (510) 785-2282
Fax: (510) 785-1798
Web site: www.cctc.edu
E-mail: chris@cctc.edu

Federico Career Colleges, Inc.

5660 North Blackstone Avenue
Fresno, CA 93710
Phone: (559) 432-4343
Fax: (559) 432-2368
Web site: N/A
E-mail: fcareer@pacbell.net

Custom Training Solutions

6042 N. Fresno ST., Suite 205
Fresno, CA 93710
Phone: (559) 432-4128
Fax: (559) 432-8766
Web site: N/A
E-mail: N/A

Five Rivers Truck School

2224 S. Maple
Fresno, CA 93725
Phone: (559) 486-0740
Fax: (559) 486-1982
Web site: N/A
E-mail: j.rai@comcast.net

Fresno Adult School

2500 Stanislaus
Fresno, CA 93721
Phone: (559) 457-6000
Fax: (559) 457-6001
Web site: www.fresnoadultschool.com
E-mail: N/A

Fresno City College - The Training Institute

1901 E. Shields Ave. #250
Fresno, CA 93726
Phone: (559) 256-0188
Fax: (559) 256-0199
Web site: www.thetraininginstitute.net
E-mail: robweil@scccd.com

Fresno Area Bricklayers (JAC)

16290 Lacanada Road
Madera, CA 93638
Phone: (559) 645-4424
Fax: (559) 645-6834
Web site: N/A
E-mail: N/A

Fresno Pacific Graduate School

1717 South Chestnut Avenue
Fresno, CA 93702
Phone: (559) 453-2016
Fax: (559) 453-2001
Web site: www.fresno.edu
E-mail: grdadm@scccd.edu

Fresno Area Plumbers, Pipe and Refrigeration Fitters (JATC)

1303 N. Rabe, Suite 102
Fresno, CA 93727
Phone: (559) 455-1526
Fax: (559) 455-1874
Web site: www.ualocal246.com
E-mail: willie@ualocal246.com

Fresno Pacific University

1717 South Chestnut Avenue
Fresno, CA 93702
Phone: (559) 453-2000
Fax: (559) 453-2007
Web site: www.fresno.edu
E-mail: N/A

Fresno City College

1101 East University Avenue
Fresno, CA 93741
Phone: (559) 442-4600
Fax: (559) 485-3367
Web site: www.fresnocitycollege.edu
E-mail: pio571@scccd.com

Fresno Regional Occupational Program (ROP)

1111 Van Ness, The Towers, Suite 5
Fresno, CA 93721-2000
Phone: (559) 497-3860
Fax: (559) 497-3806
Web site: www.fcoe.k12.ca.us/~rop
E-mail: N/A

Fresno City College Career and Technology Center

2930 E. Annadale Ave.
Fresno, CA 93725
Phone: (559) 486-0173
Fax: (559) 264-1156
Web site: www.fresnocitycollege.com
E-mail: jerry.sall@scccd.com

Fresno State Extended Education – Division of Continuing & Global Ed.

5005 North Maple Avenue, M/S ED76
Fresno, CA 93740-8025
Phone: (559) 278-0333
Fax: (559) 278-0395
Web site: www.csufresno.edu/ExtendedEd
E-mail: tracyo@csufresno.edu

**Fresno Vicinity Sheet Metal Industry
Apprenticeship (JATC)**

4585 E. Floradora #B
Fresno, CA 93703
Phone: (559) 255-3665
Fax: (559) 255-6450
Web site: N/A
E-mail: isaacsc@smwia.workfam.com

**Galen College of Medical and Dental
Assistants**

1325 North Wishon Avenue
Fresno, CA 93728
Phone: (559) 264-9700
Fax: (559) 264-0985
Web site: www.galencollege.com
E-mail: galencollege@psnw.com

**Goodwill Industries of San Joaquin
Valley, Inc.**

1077 E. Shaw Ave.
Fresno, CA 93710
Phone: (559) 224-0162
Fax: (559) 224-0285
Web site: www.goodwill-sjv.org
E-mail: dfalls@goodwill-sjv.org

H&R Block Income Tax Courses

4039 N. Blackstone Ave., Suite 101
Fresno, CA 93726
Phone: (559) 229-0602
Fax: (559) 228-8293
Web site: www.hrblock.com
E-mail: N/A

Heald College - Fresno

255 West Bullard
Fresno, CA 93704
Phone: (559) 438-4222
Fax: (559) 438-0948
Web site: www.heald.edu
E-mail: tina-mathis@heald.edu

Hi-Tech Vocational Institute

Mail: 2422 North Marks, pmb 641
Fresno, CA 93722
Site: 5471 E. Hedges
Fresno, CA 93727
Phone: (559) 255-7886
Fax: (559) 255-7786
Web site: N/A
E-mail: martha_htvi@msn.com

Institute of Technology - Clovis

731 W. Shaw
Clovis, CA 93612
Phone: (559) 297-4500
Fax: (559) 297-5822
Web site: www.it-clovis.com
E-mail: asandoval@it-email.com

**Ironworkers of Central California &
Vicinity (JATC)**

1380 S. Channing
Fresno, CA 93706
Phone: (559) 497-1295
Fax: (559) 497-1297
Web site: N/A
E-mail: iw155jac@msn.com

**Lawrence and Company College of
Cosmetology**

2440 A McCall, Suite A
Selma, CA 93662
Phone: (559) 891-8108
Fax: (559) 891-8039
Web site: N/A
E-mail: LawrenceandCo@earthlink.net

London Properties

6442 N. Maroa Ave.
Fresno, CA 93740
Phone: (559) 436-4079
Fax: (559) 436-0938
Web site: www.londonproperties.com
E-mail: cmiller@londonproperties.com

Lyles First and Herndon College of Beauty

6735 North First Street, Suite 112
Fresno, CA 93710
Phone: (559) 432-7591
Fax: (559) 432-7595
Web site: N/A
E-mail: lylesfh@acninc.net

Mennonite Brethren Biblical Seminary

4824 East Butler
Fresno, CA 93727-5097
Phone: (559) 251-8628
Fax: (559) 251-7212
Web site: www.mbseminary.com
E-mail: dsiegel@mbseminary.com

Lyles Fresno Shaw & Marks College of Beauty

3125 West Shaw Avenue
Fresno, CA 93711
Phone: (559) 222-6060
Fax: (559) 221-1039
Web site: N/A
E-mail: lylessm@aol.com

Microcomputer Education Center (MCed)

2002 North Gateway Blvd
Fresno, CA 93727
Phone: (559) 456-0623
Fax: (559) 456-0188
Web site: www.mced.com
E-mail: sherring@mced.com

Major Express Truck School

3342 N. Weber
Fresno, CA 93722
Phone: (559) 485-5949
Fax: (559) 486-8453
Web site: N/A
E-mail: majorexpresssprint@earthlink.net

Moler Barber College and School

1240 Fulton Mall
Fresno, CA 93721
Phone: (559) 485-4030
Fax: (559) 485-2755
Web site: www.usbarbers.com
E-mail: jknauss48@yahoo.com

Manchester Beauty College

3756 North Blackstone Avenue
Fresno, CA 93726
Phone: (559) 224-4242
Fax: (559) 224-0754
Web site: N/A
E-mail: N/A

MTMA Schools, Inc.

1313 P Street, Suite 205
Fresno, CA 93721
Phone: (559) 268-0938
Fax: (559) 268-0558
Web site: www.mtmaschools.com
E-mail: mtma01@sprynet.com

Mazzei Flying Service

4885 E. Shields Avenue, Suite 201
Fresno, CA 93726
Phone: (559) 251-7501
Fax: (559) 255-8900
Web site: www.flymfs.com
E-mail: learn2fly@flymfs.com

National Training Institute, Inc.

1755 N. Gateway Blvd.
Fresno, CA 93727-1628
Phone: (559) 456-1522
Fax: (559) 456-4841
Web site: www.ntiusa.com
E-mail: alicej@fresno.ntiusa.com

National University

20 River Park Place West
Fresno, CA 93720
Phone: (559) 256-4900
Fax: (559) 256-4992
Web site: www.nu.edu
E-mail: fresnoadmissions@nu.edu

Oak Brook College of Law

P.O. Box 26870
Fresno, CA 93711
Phone: (559) 650-7755
Fax: (559) 650-7750
Web site: www.obcl.edu
E-mail: info@obcl.edu

New Horizons Computer Learning Centers, Fresno

1630 E. Shaw Ave., Suite 166
Fresno, CA 93710
Phone: (559) 241-0107
Fax: (559) 241-0147
Web site: www.newhorizons.com
E-mail: careers.fresno@newhorizons.com

PACE

4670 N. El Capitan, Suite 103
Fresno, CA 93722
Phone: (559) 275-0929
Fax: (559) 275-0942
Web site: home.earthlink.net/pacemodesto/index.html
E-mail: learnwithpace@aol.com

Northern California & Northern Nevada Stationary Engineers (JATC)

839 N. Fulton St.
Fresno, CA 93728
Phone: (559) 233-0839
Fax: (559) 233-0896
Web site: www.local39training.org
E-mail: N/A

Parlier Adult School

900 Newmark Avenue
Parlier, CA 93648
Phone: (559) 646-2723
Fax: (559) 646-0959
Web site: N/A
E-mail: evanhoose@parlier.k12.ca.us

Northern California Cement Masons (JATC)

1987 N. Gateway
Fresno, CA 93727
Phone: (559) 251-8259
Fax: (559) 251-5916
Web site: www.opcmia300.org
E-mail: glclark5@pacbell.net

Police Science Institute

5151 N. Gates
Fresno, CA 93722
Phone: (559) 266-3173
Fax: (559) 277-9816
Web site: N/A
E-mail: N/A

Northern California Plasterers (JATC)

1987 N. Gateway
Fresno, CA 93727
Phone: (559) 251-8259
Fax: (559) 251-5916
Web site: www.opcmia300.org
E-mail: glclark5@pacbell.net

Quality College of Culinary Careers

1776 N. Fine
Fresno, CA 93727
Phone: (559) 497-5050
Fax: (559) 264-4454
Web site: www.qualityschool.com
E-Mail: director@qualityschool.com

Quality College of Transportation Careers

1745 N. Hughes
Fresno, CA 93705
Phone: (559) 497-5050
Fax: (559) 264-4454
Web site: www.qualityschool.com
E-Mail: director@qualityschool.com

Quality College of Vocational Careers

1570 N. Wishon
Fresno, CA 93728
Phone: (559) 497-5050
Fax: (559) 264-4454
Web site: www.qualityschool.com
E-Mail: director@qualityschool.com

Reedley College

995 North Reed Avenue
Reedley, CA 93654
Phone: (559) 638-0323
Fax: (559) 638-5040
Web site: www.reedleycollege.edu
E-mail: leticia.alvarez@reedleycollege.edu

San Joaquin College of Law

901 Fifth Street
Clovis, CA 93612-1312
Phone: (559) 323-2100
Fax: (559) 323-5566
Web site: www.sjcl.edu
E-mail: admissions@sjcl.edu

San Joaquin Valley College

295 East Sierra Ave
Fresno, CA 93710
Phone: (559) 448-8282
Fax: (559) 448-8250
Web site: www.sjvc.edu
E-mail: johns@sjvc.edu

San Joaquin Valley College-Aviation

4985 East Andersen Avenue
Fresno, CA 93727
Phone: (559) 453-0123
Fax: (559) 453-0133
Web site: www.sjvc.com
E-mail: johns@sjvc.edu

Sanger Adult School

1045 Bethel Ave.
Sanger, CA 93657
Phone: (559) 875-4235
Fax: (559) 875-1820
Web site: N/A
E-mail: rusty-garza@sanger.k12.ca.us

Selma Adult School

3125 Wright Street
Selma, CA 93662
Phone: (559) 898-6590
Fax: (559) 896-4333
Web site: N/A
E-mail: vdelgadillo@selma.k12.ca.us

Sierra Valley Business College

4747 North First Street, Building D
Fresno, CA 93726
Phone: (559) 222-0947
Fax: (559) 222-2973
Web site: www.sierravalleycollege.com
E-mail: donald.goodpaster@sbcglobal.net

Southwest Technical College

1805 N. Lafayette, Suite 104
Fresno, CA 93705
Phone: (559) 237-2947
Fax: (559) 237-2922
Web site: www.swtechcollege.com
E-mail: rick@swtechcollege.com

The Job Skills Center

1885 N. Fine Avenue, Suite 104
Fresno, CA 93727
Phone: (559) 255-0222
Fax: (559) 255-0232
Web site: www.jobskillscenter.com
E-mail: jobskillscenter@psnw.com

Therapeutic Learning Center

3636 North First Street, Suite 154
Fresno, CA 93726
Phone: (559) 225-7772
Fax: (559) 227-3155
Web site: www.tlcmassageschool.com
E-mail: tlcmassage2@aol.com

Truck Driving Academy

2796 South Railroad Ave.
Fresno, CA 93725
Phone: (559) 233-4700
Fax: (559) 266-0747
Web site: www.tdatraining.com
E-mail: N/A

Valley Vocational College

3240 N. Marks Ave.
Fresno, CA 93722
Phone: (559) 443-5252
Fax: (559) 443-5262
Web site: N/A
E-mail: vvctc@earthlink.net

University of Phoenix

8355 N. Fresno, Suite 200
Fresno, CA 93720
Phone: (559) 451-0334
Fax: (559) 451-0381
Web site: www.phoenix.edu
E-mail: tim.may@phoenix.edu

West Hills Community College

300 W. Cherry Lane
Coalinga, CA 93210-1399
Phone: (559) 934-2000
Fax: (559) 935-3788
Web site: www.westhillscollege.com
E-mail:
sandymcglathlin@westhillscollege.com

Valley Regional Occupational Program (ROP)

1305 Q Street
Sanger, CA 93657
Phone: (559) 876-2122
Fax: (559) 876-2102
Web site: www.theworks.com/~vrop
E-mail: vrop@theworks.com

Western Pacific Truck School

4565 North Golden State Boulevard
Fresno, CA 93722
Phone: (559) 276-1220
Fax: (559) 276-2842
Web site: www.wptruckschool.com
E-mail: pknagel@earthlink.net

Valley Software Educational Center

2743 East Shaw, Suite 101
Fresno, CA 93710-8205
Phone: (559) 294-1380
Fax: (559) 294-1386
Web site: www.vsec.org
E-mail: vsec98@aol.com

SECTION 4

FRESNO COUNTY WORKFORCE CONNECTION

The Workforce Connection is a system approach to the many services in Fresno County that are committed to matching job seekers to employers. There are eight convenient locations within Fresno County.

For More Information Contact

Workforce Connection: www.workforce-connection.com

Fresno - Executive Plaza/ Downtown

1900 Mariposa Mall, Suite 130
Fresno, CA 93721
Phone (559) 499-3799
Fax: (559) 655-9619

Coalinga Office

311 Coalinga Plaza
Coalinga, CA 93210
Phone: (559) 935-9293
Fax: (559) 934-0412

Huron Office

36612 Central Avenue
P. O. Box 445
Huron, CA 93234
Phone: (559) 945-5002
Fax: (559) 945-2995

Kerman Office

15180 W. Whitesbridge Rd.
Kerman, CA 93630
Phone: (559) 842-7707
Fax: (559) 842-7701

Fresno - Manchester Center Mall

3302 North Blackstone, Suite #155
Fresno, CA 93726
Phone: (559) 230-3600
Fax: (559) 230-4022

Mendota Office

720 Oller Street
Mendota, CA 93640
Phone: (559) 655-9618
Fax: (559) 655-9619

Reedley Office

1680 East Manning
Reedley, CA 93654
Phone: (559) 637-2444
Fax: (559) 643-0855

Sanger Office

1939 South Academy
Sanger, CA 93657
Phone: (559) 875-1737
Fax: (559) 875-7585